

Figure 1

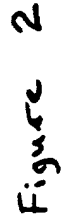


Figure 2

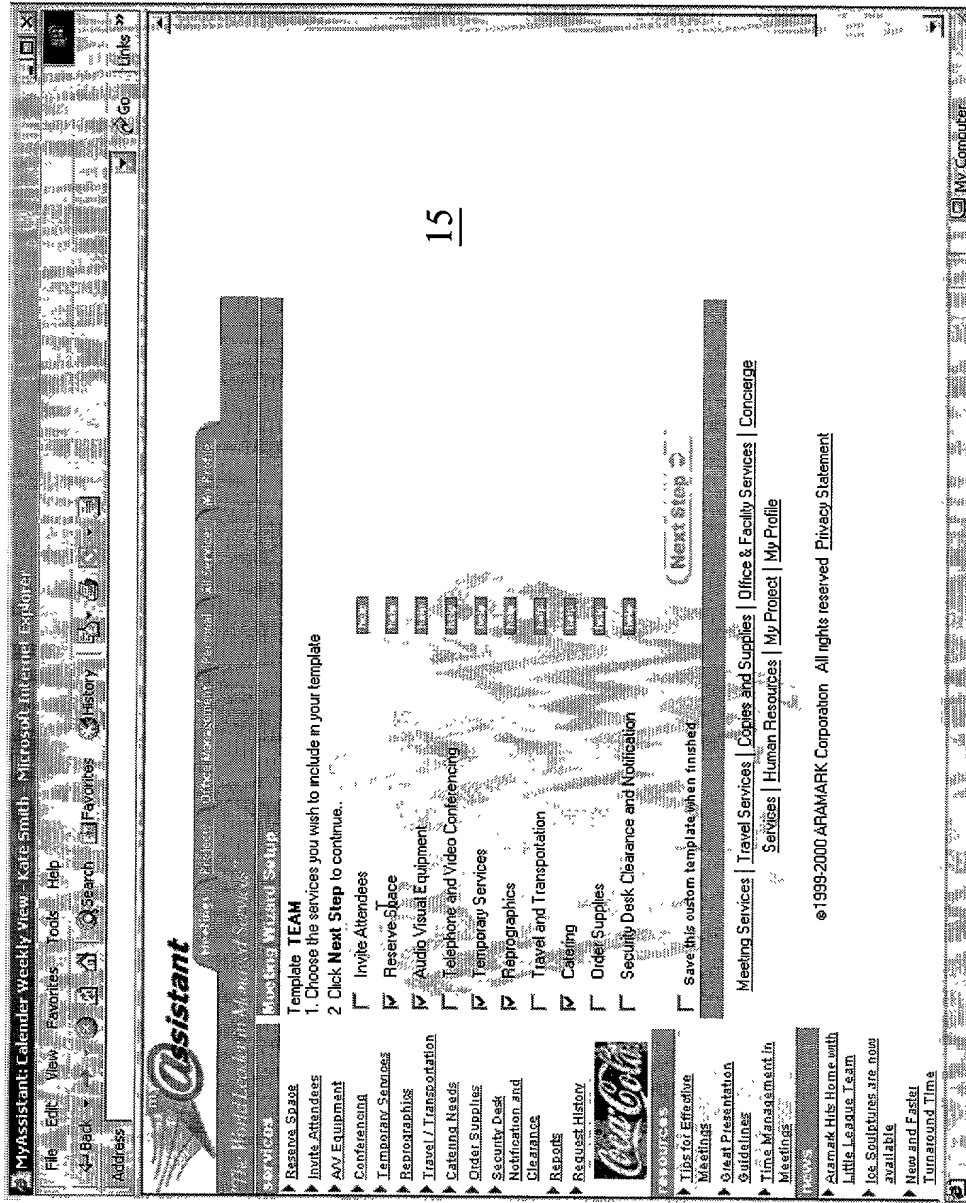


Figure 3

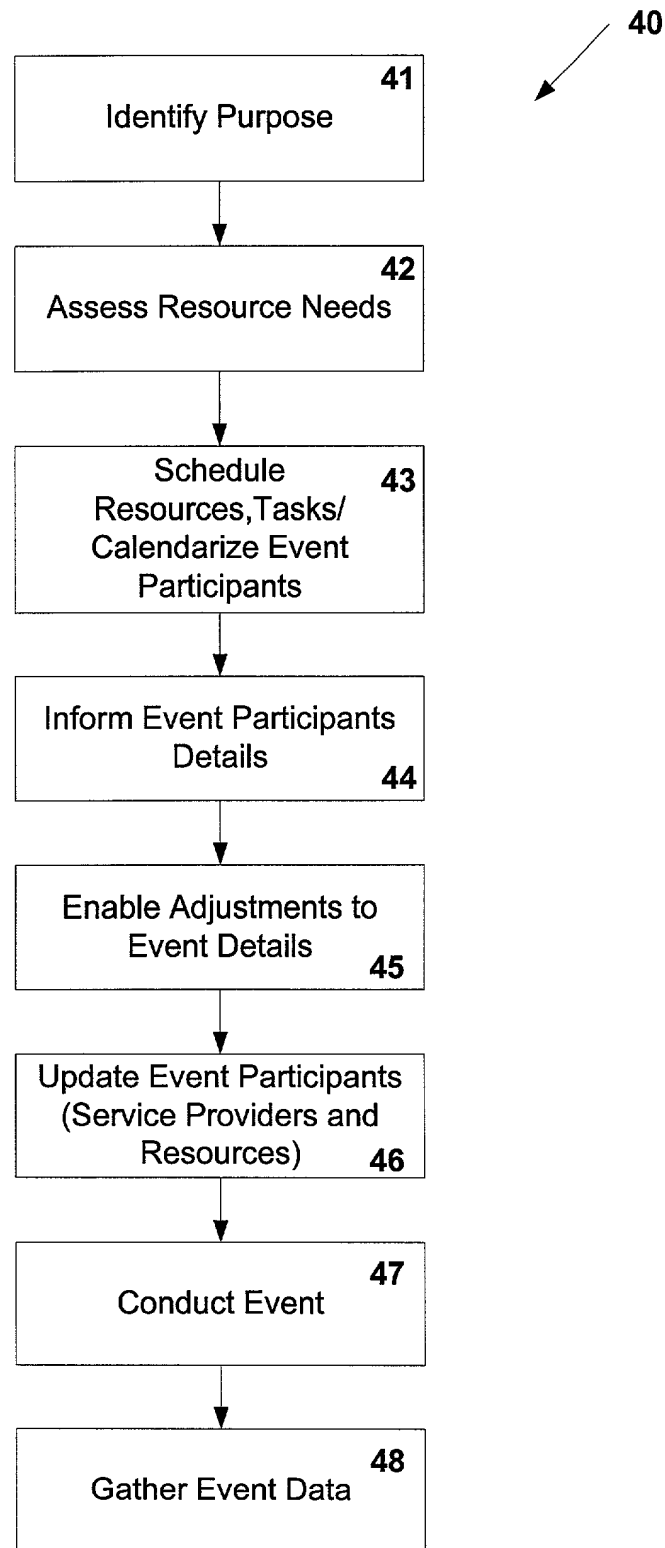


FIGURE 4

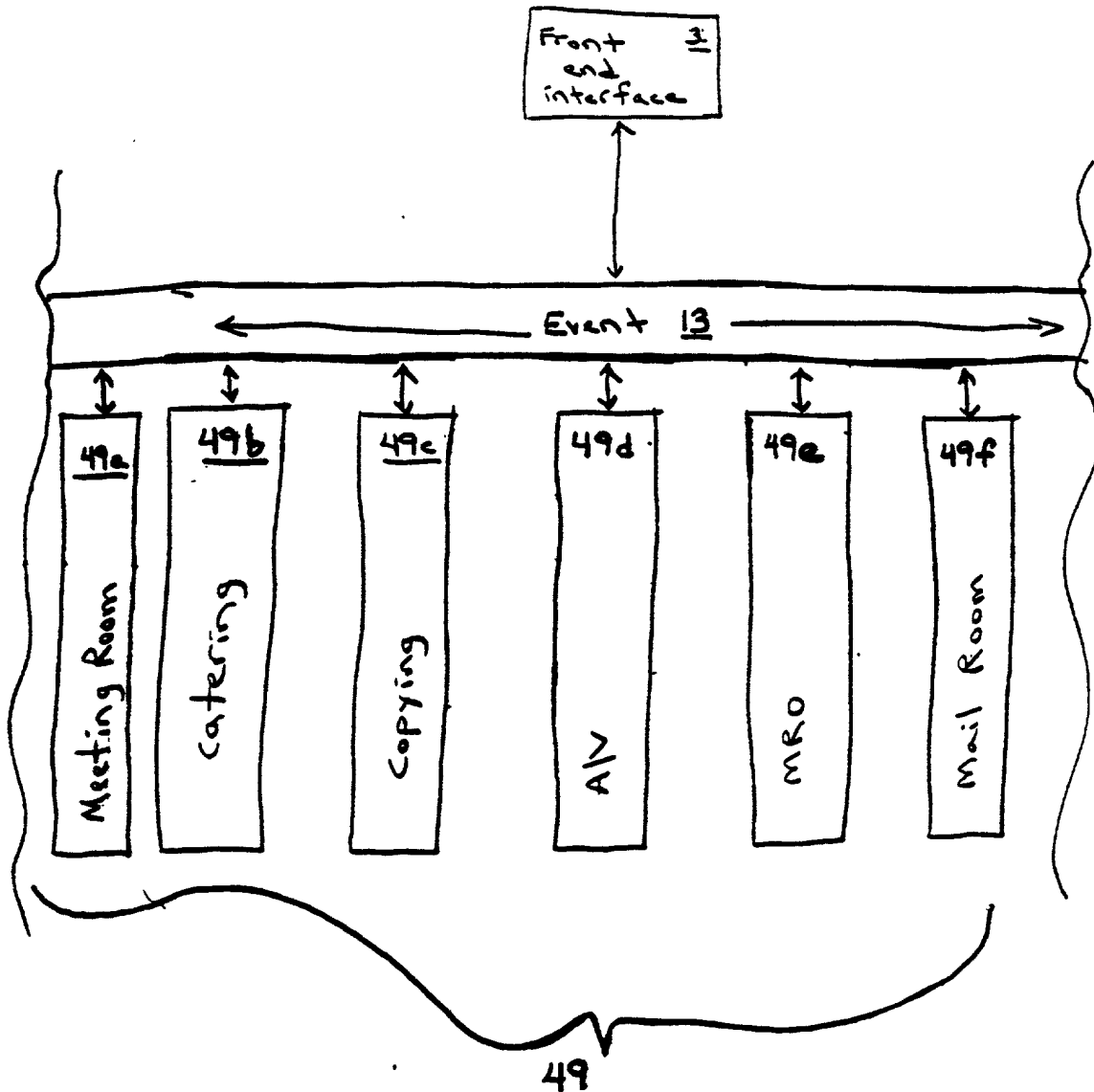


Figure 5

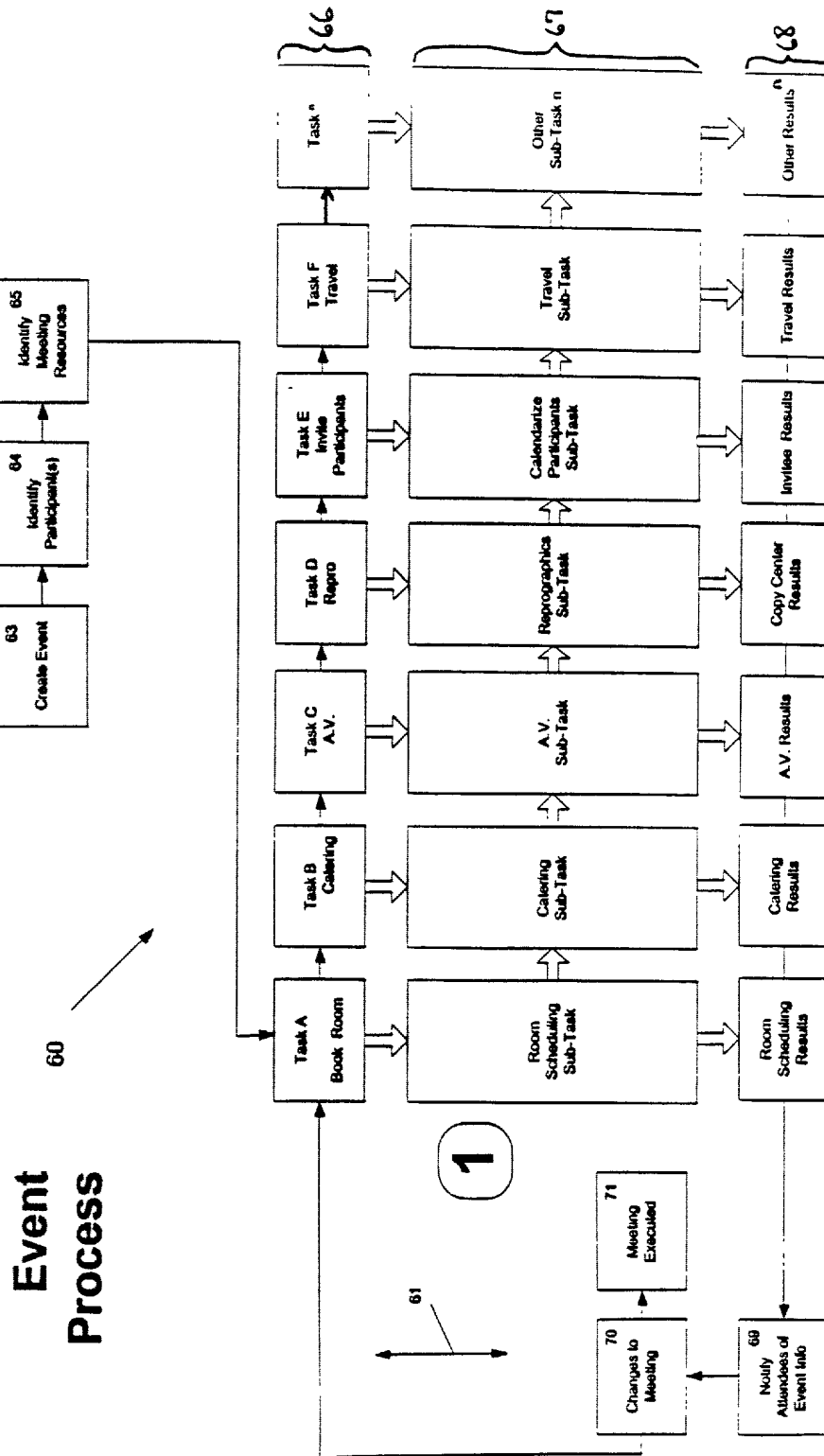
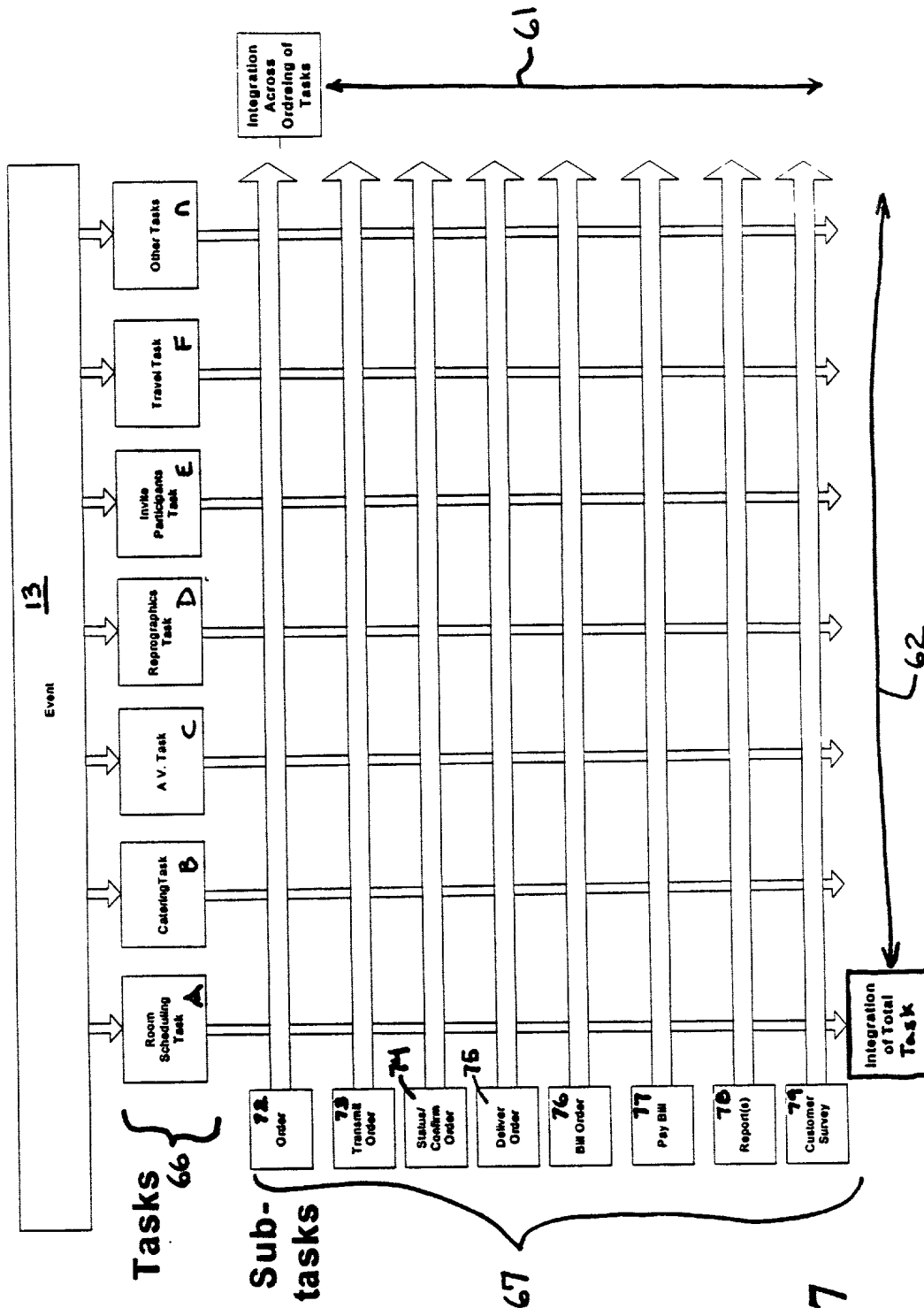


FIGURE 6



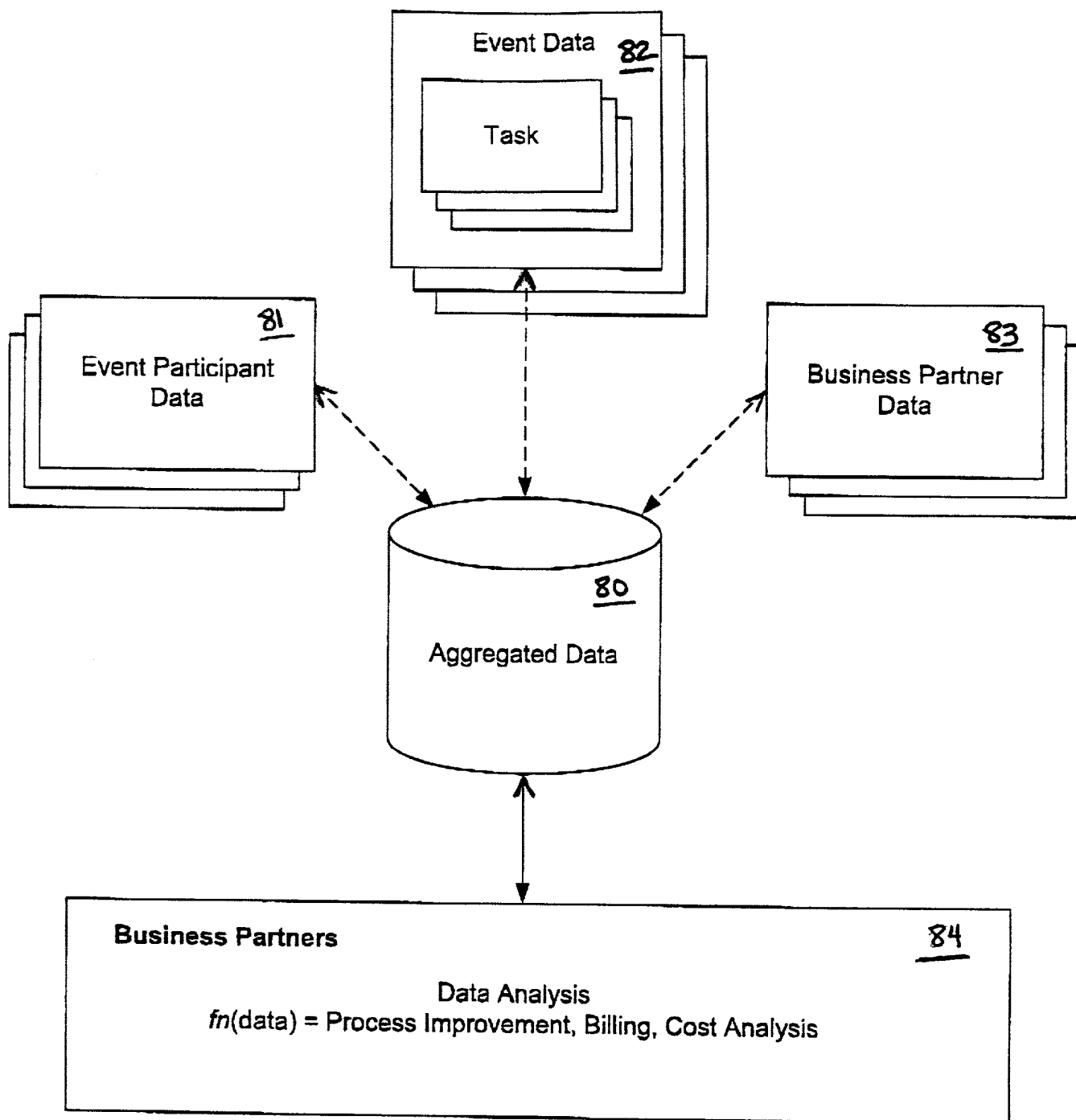


Figure 8
Data Aggregation

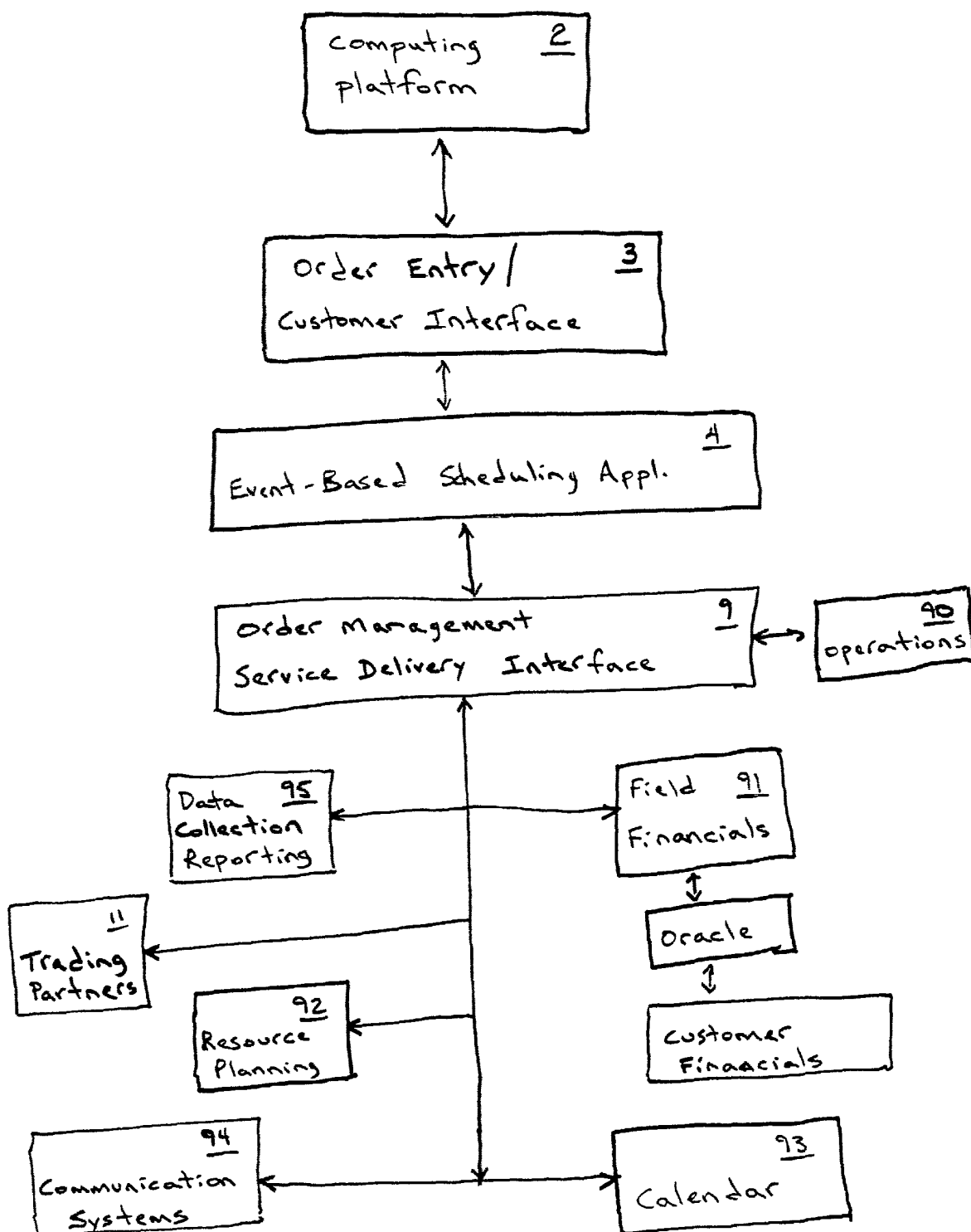


FIGURE 9

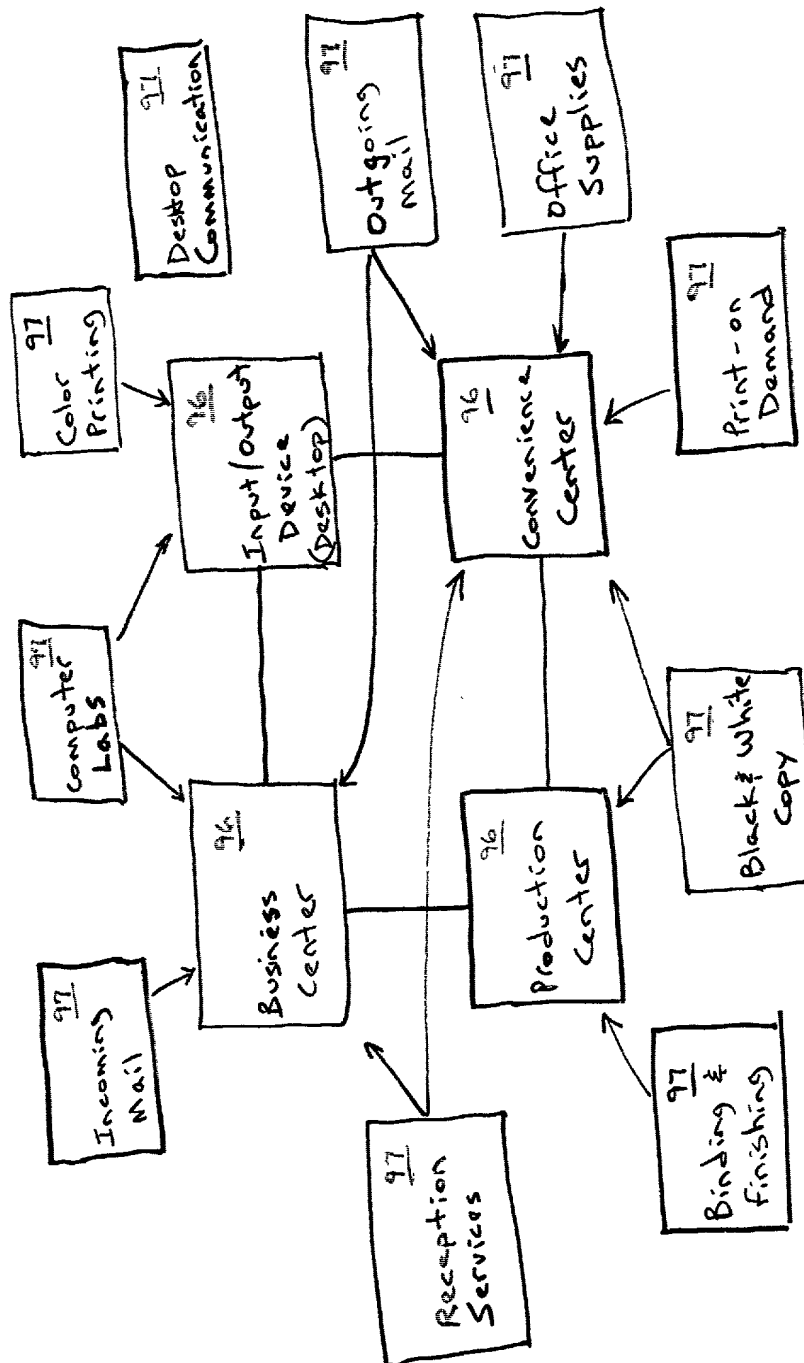


FIGURE 10

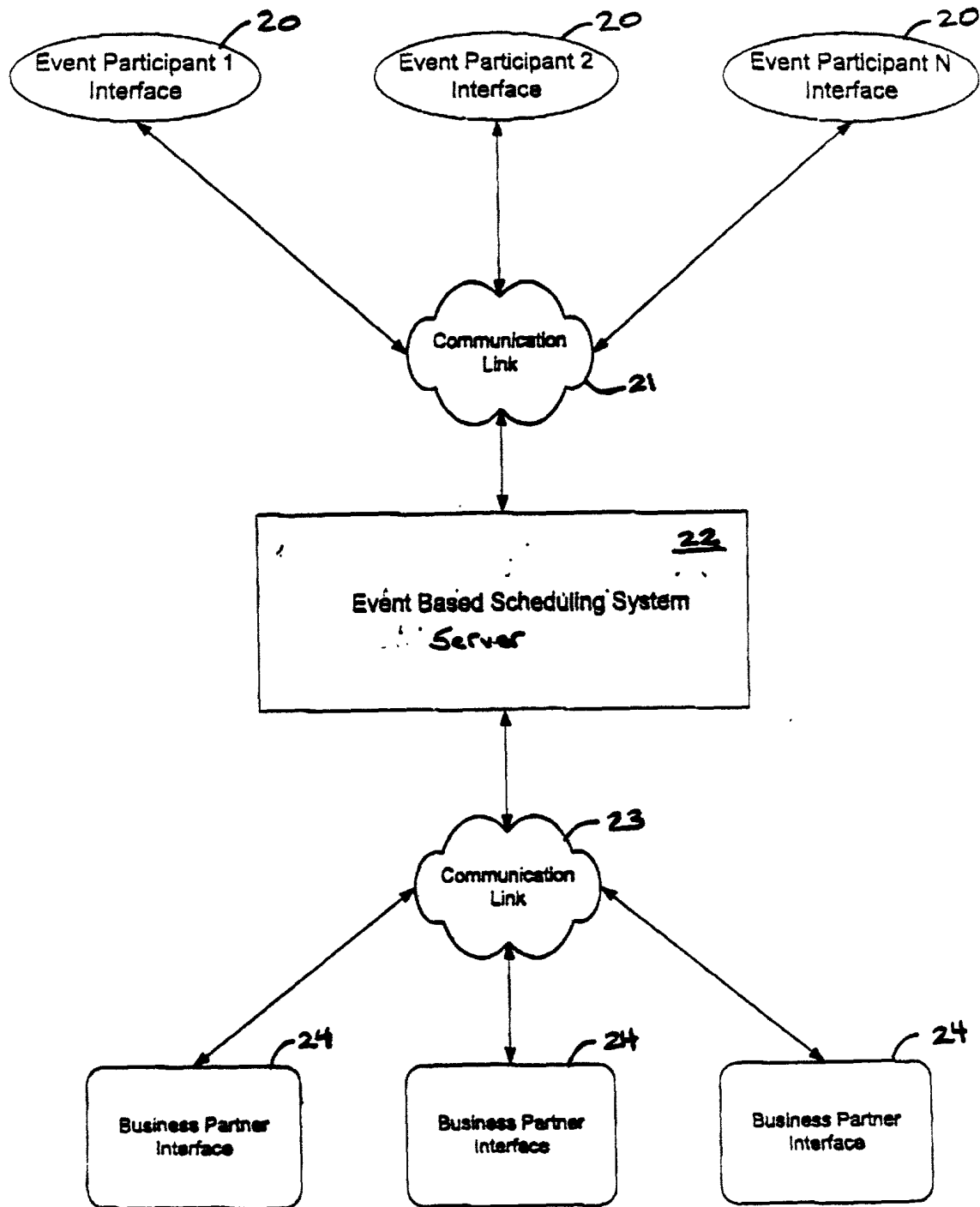


Figure 11
System Architecture
Centralized processing

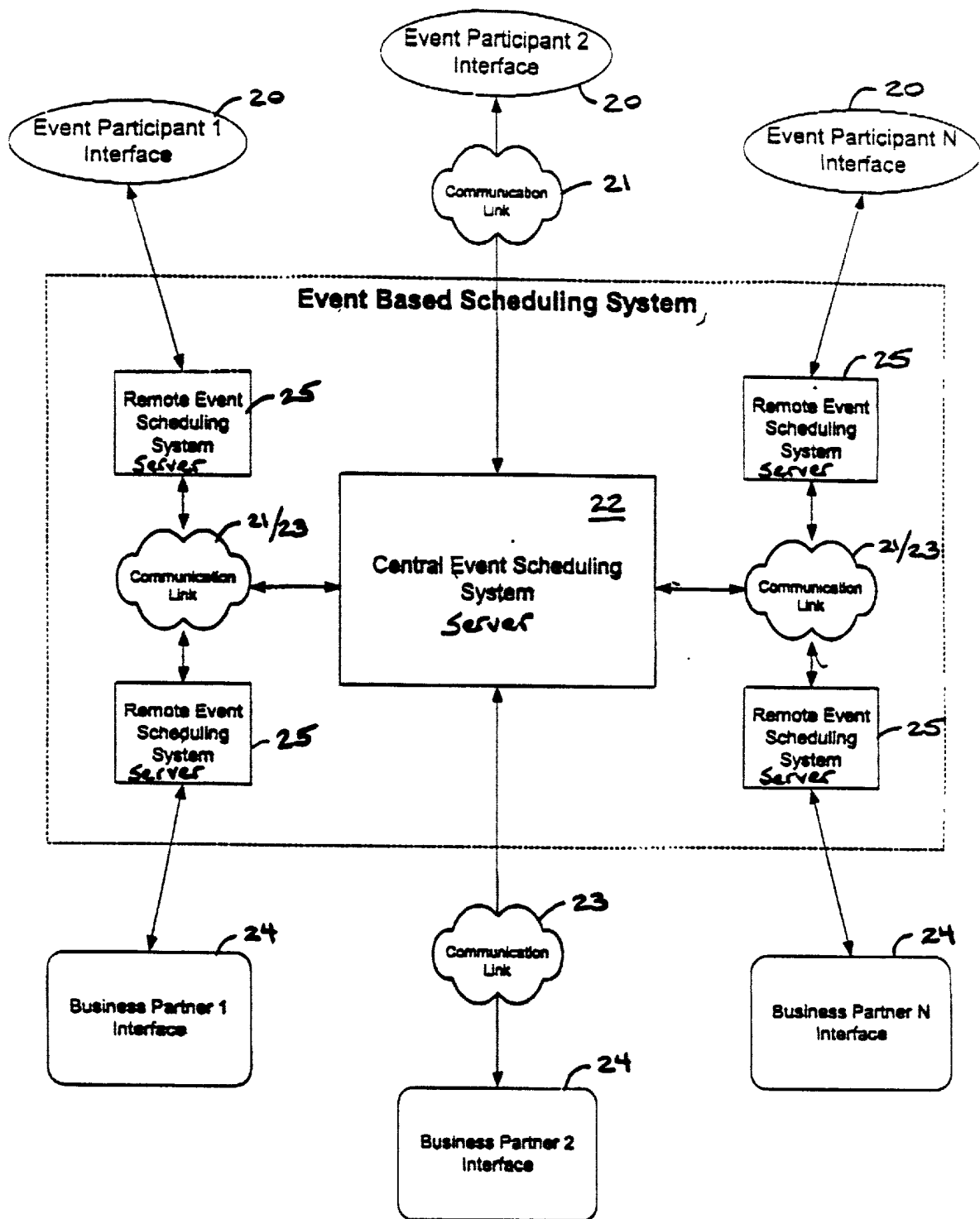


Figure 12
System Architecture
Decentralized Processing

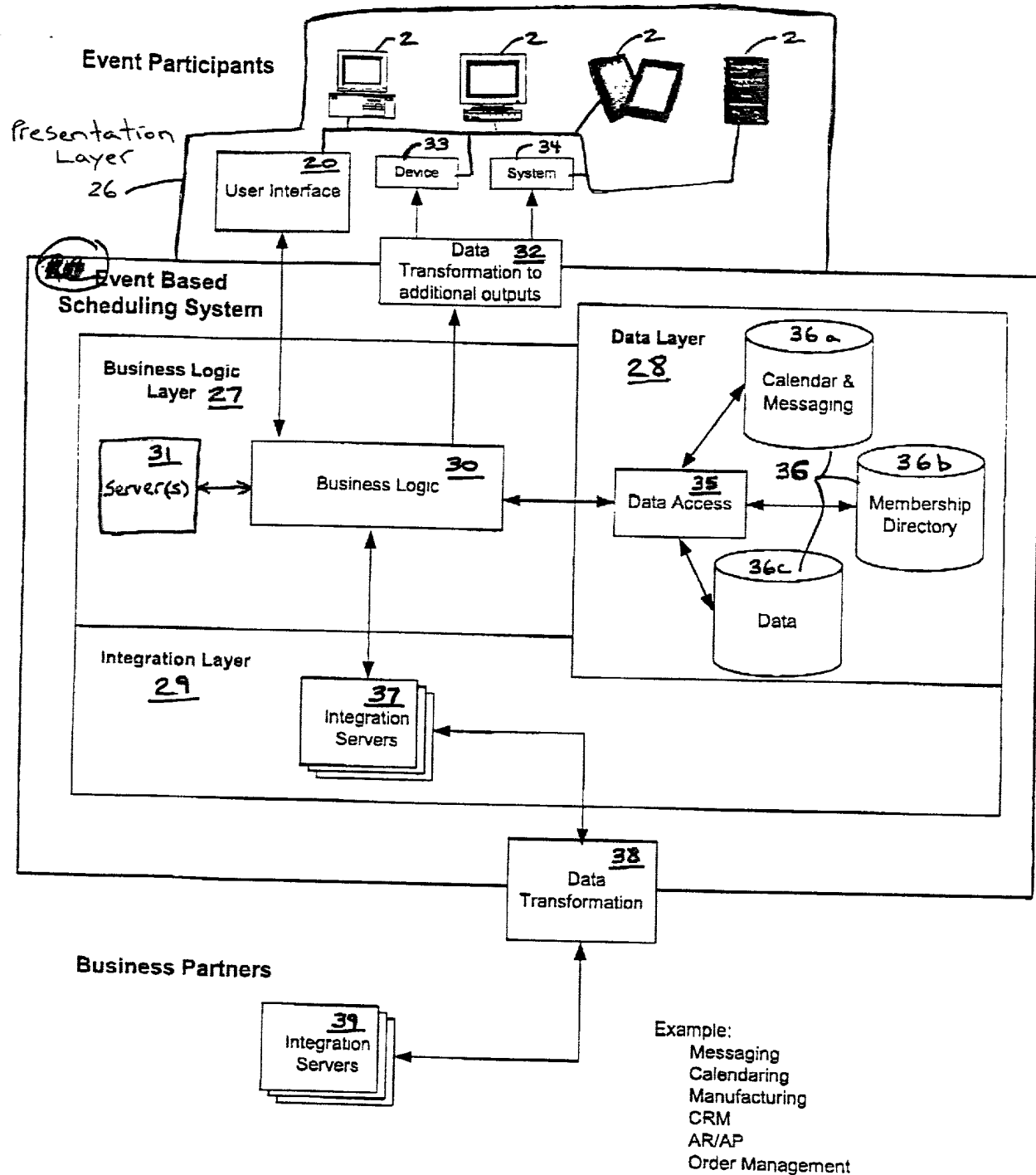


Figure 13
 System Architecture
 Detailed Design

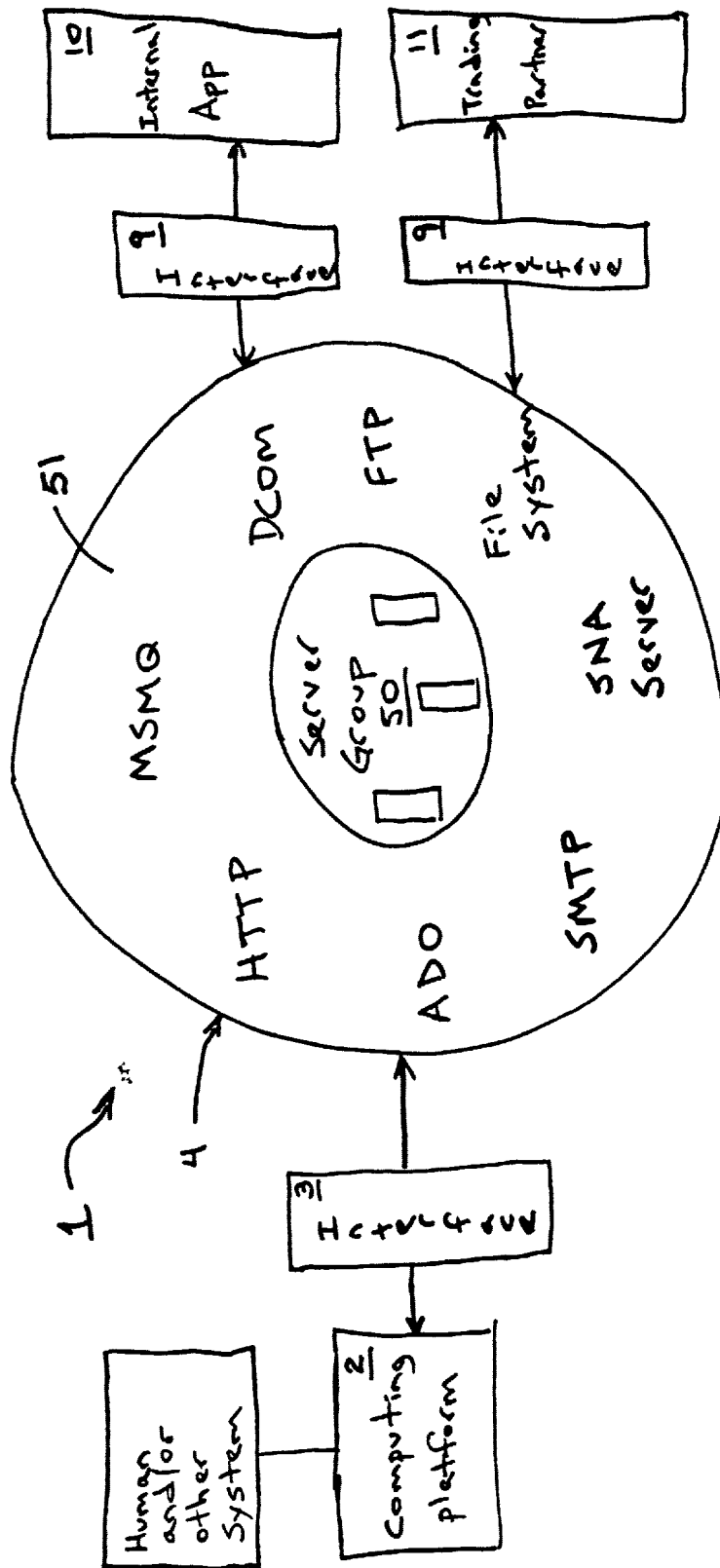


FIGURE 14

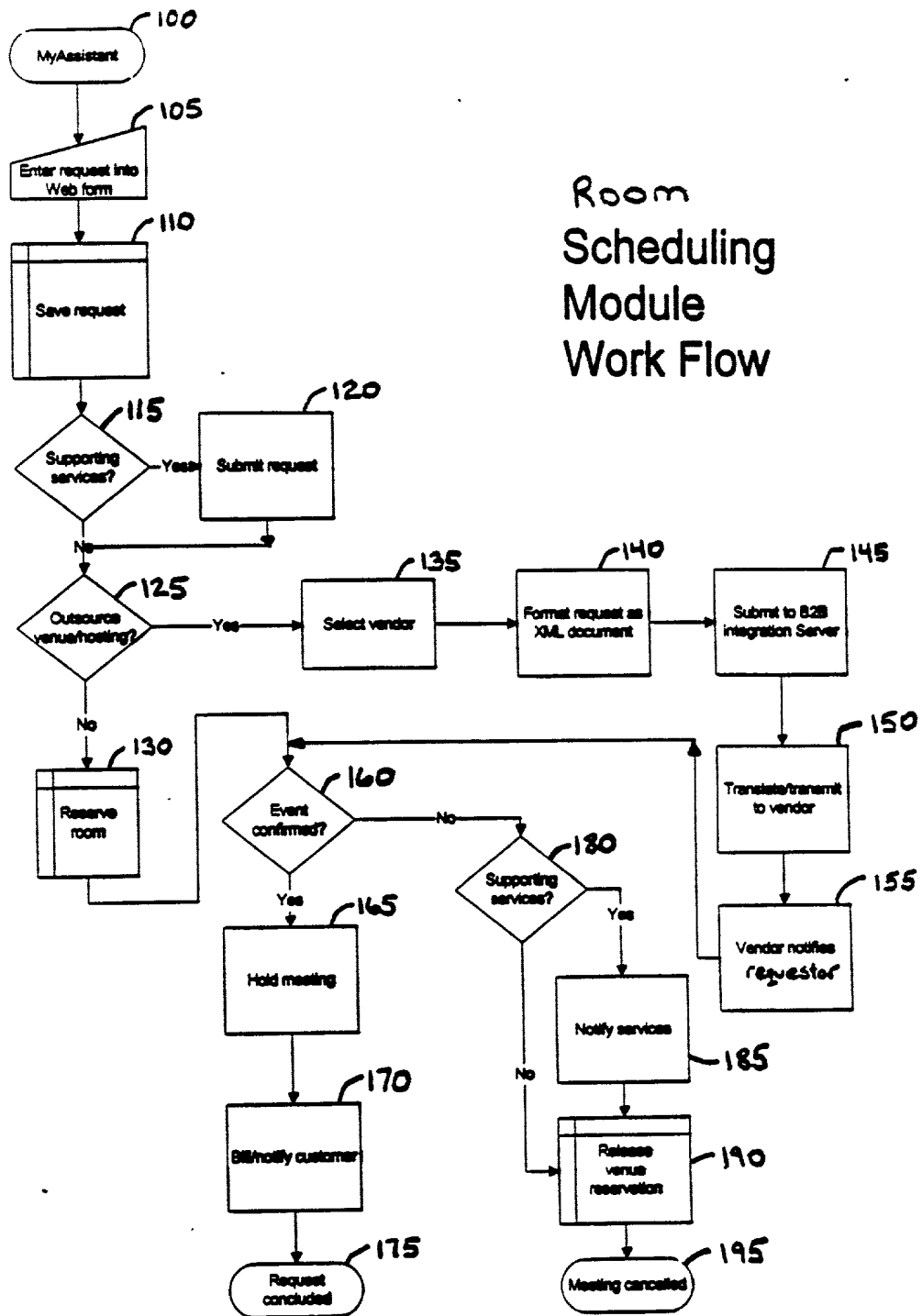


Figure 15

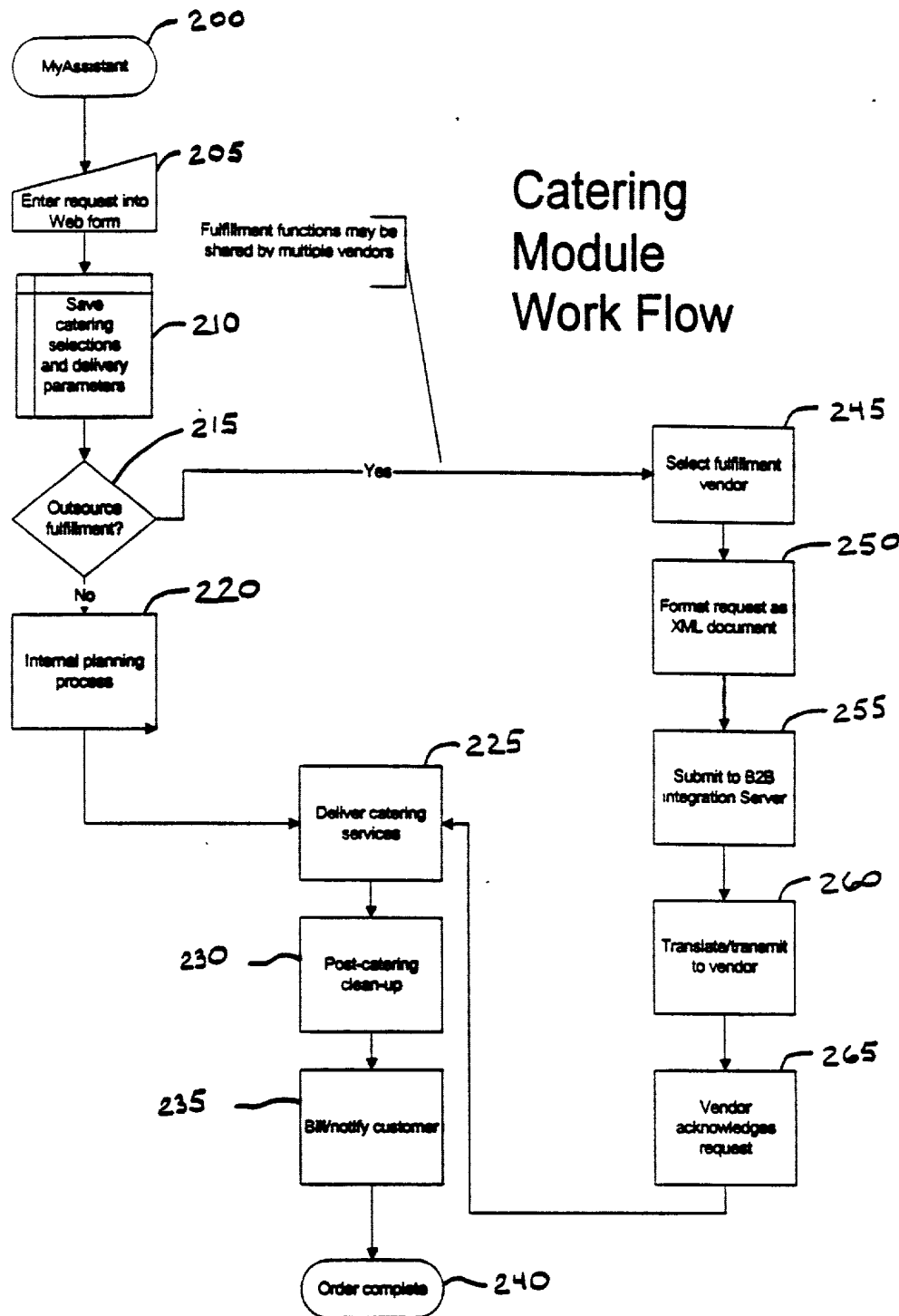


Figure 16

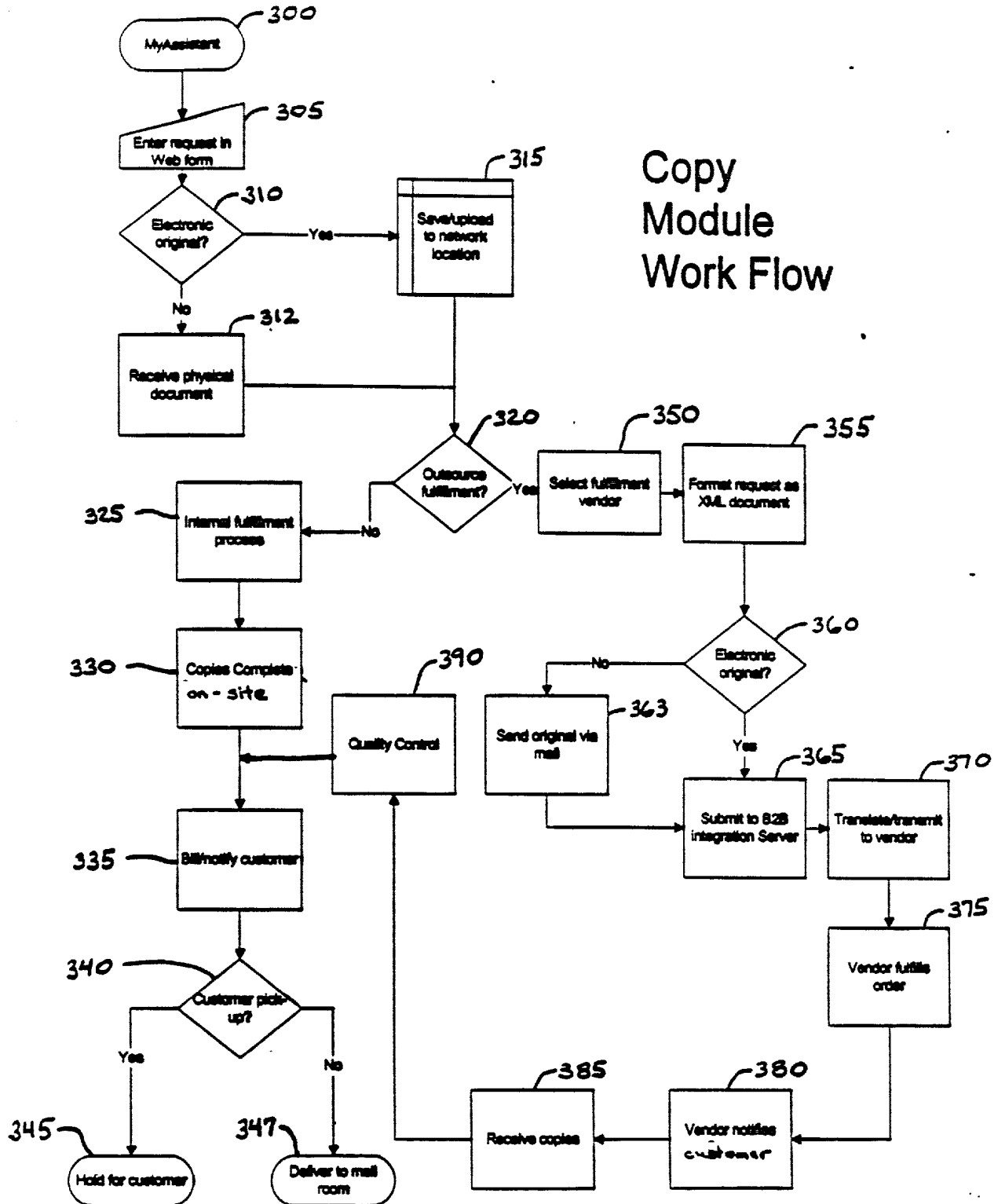


Figure 17

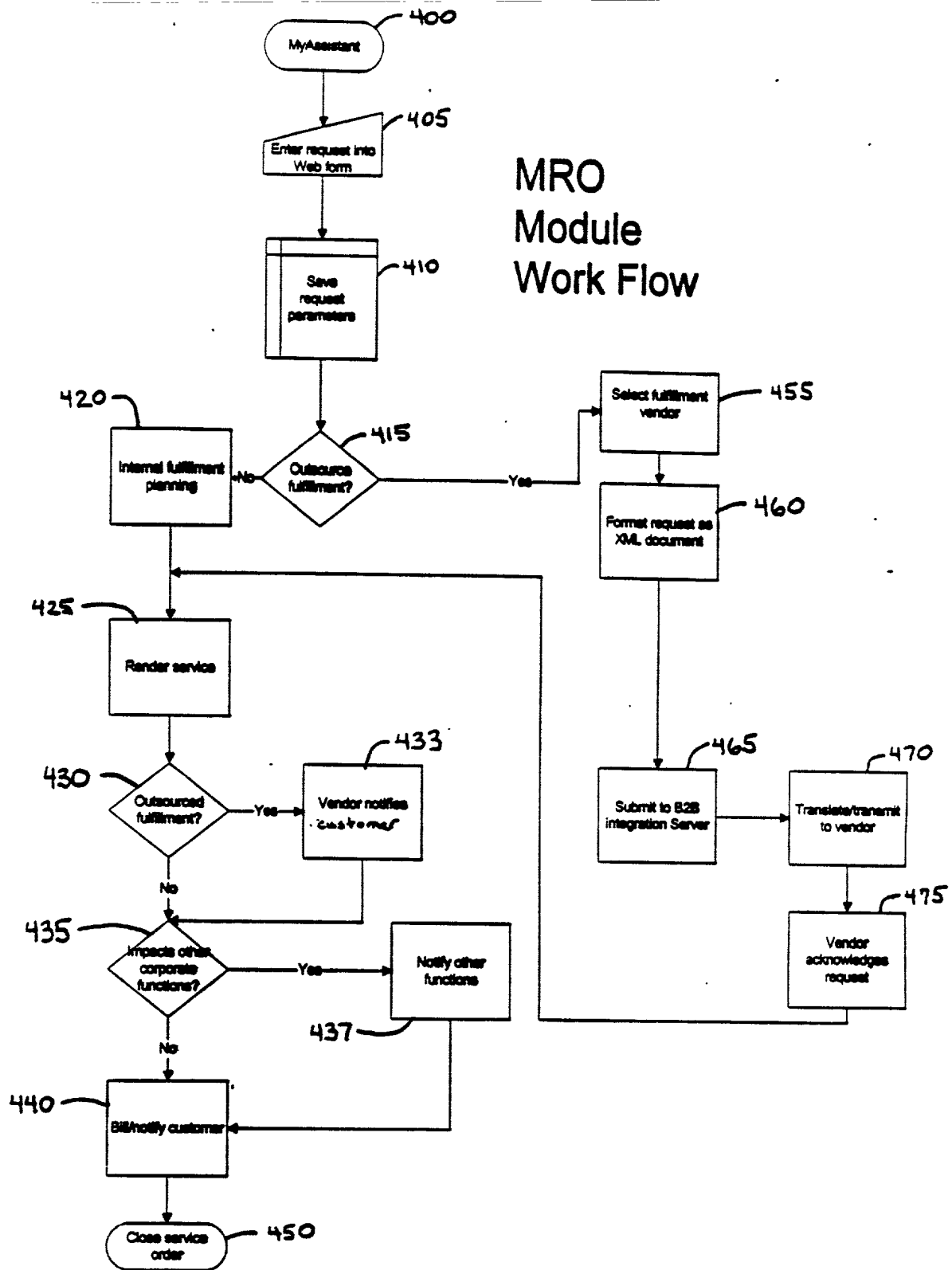


Figure 18

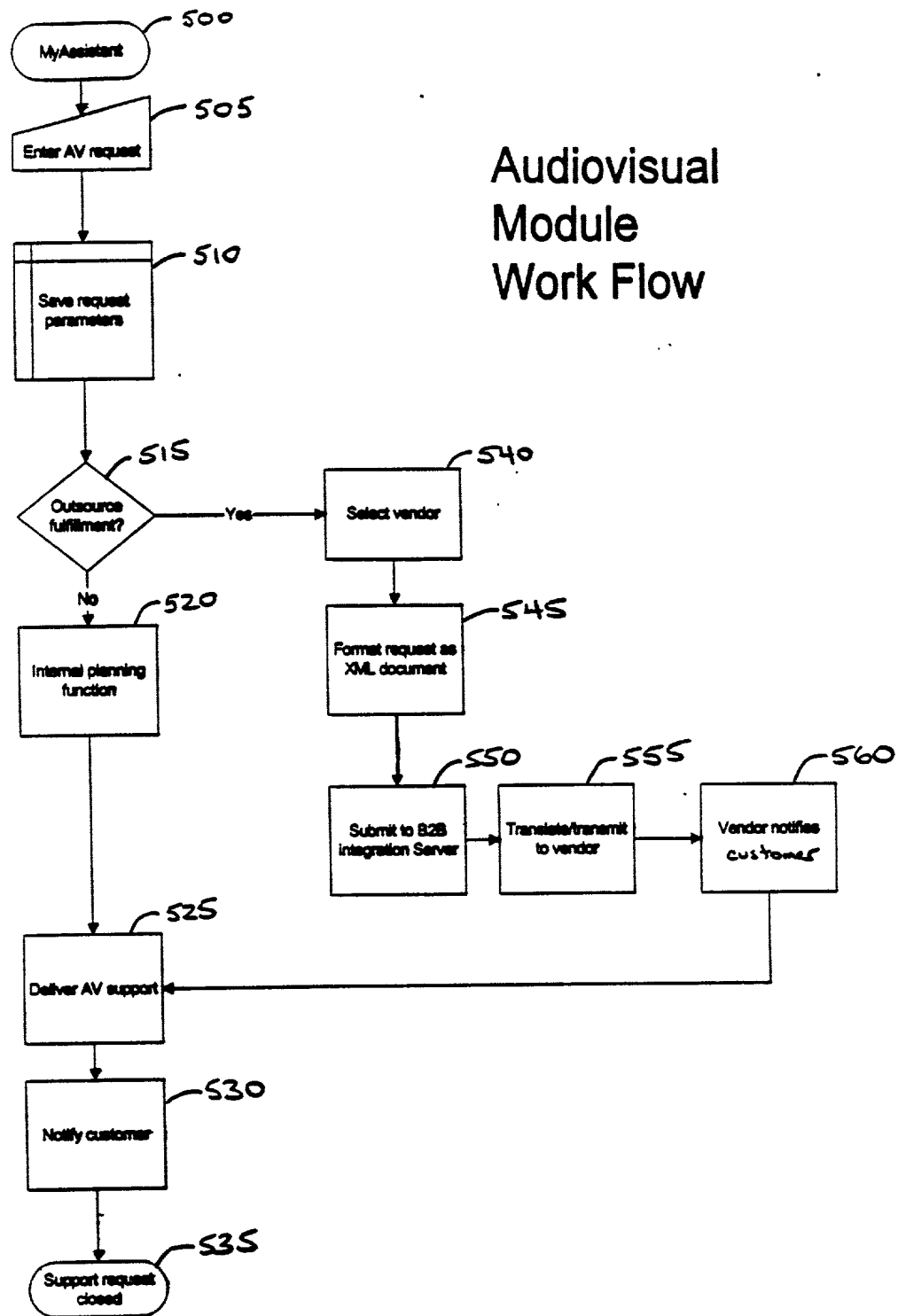


Figure 19

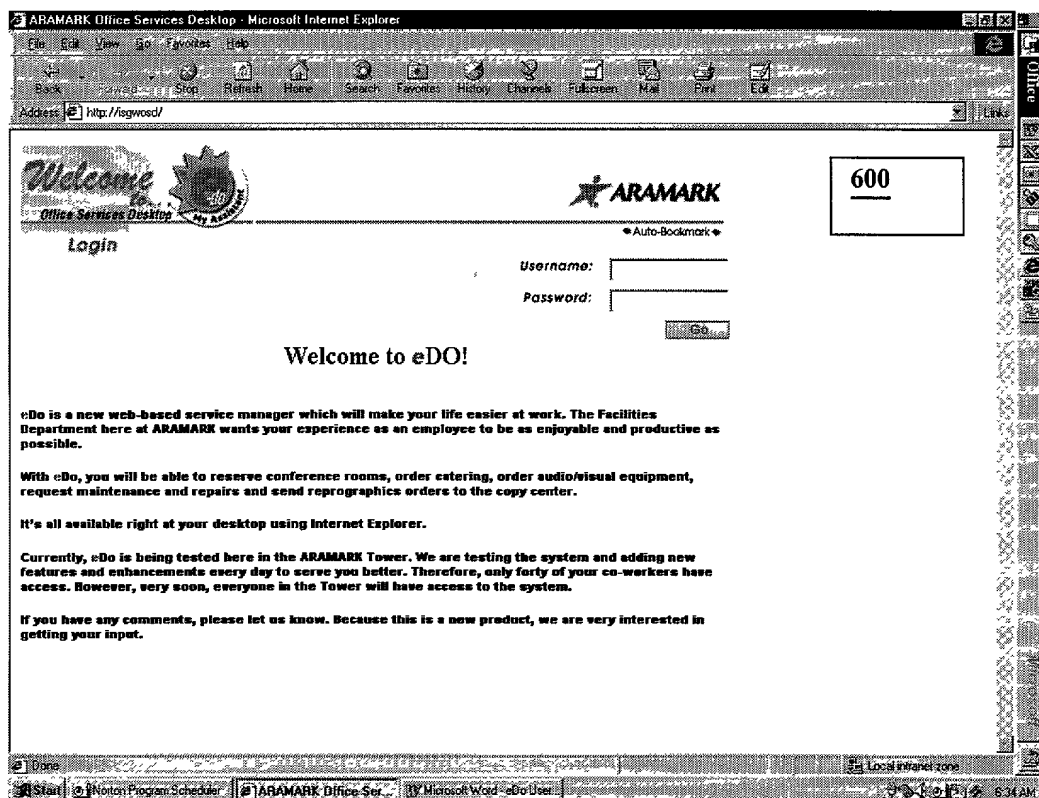


FIGURE 20

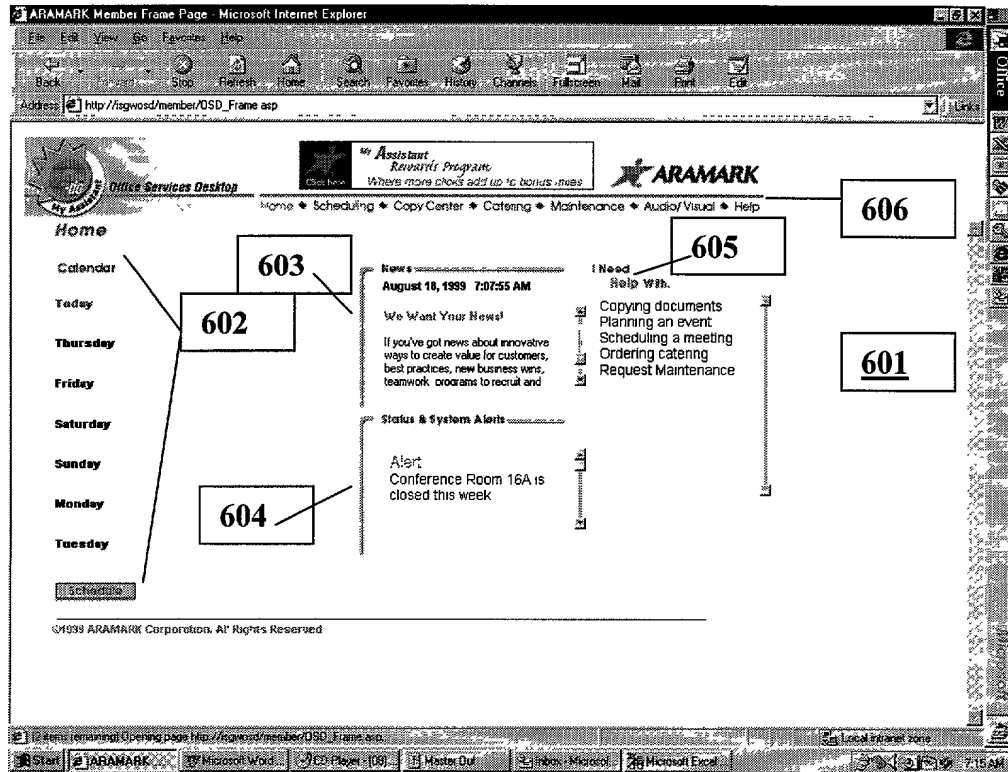


FIGURE 21

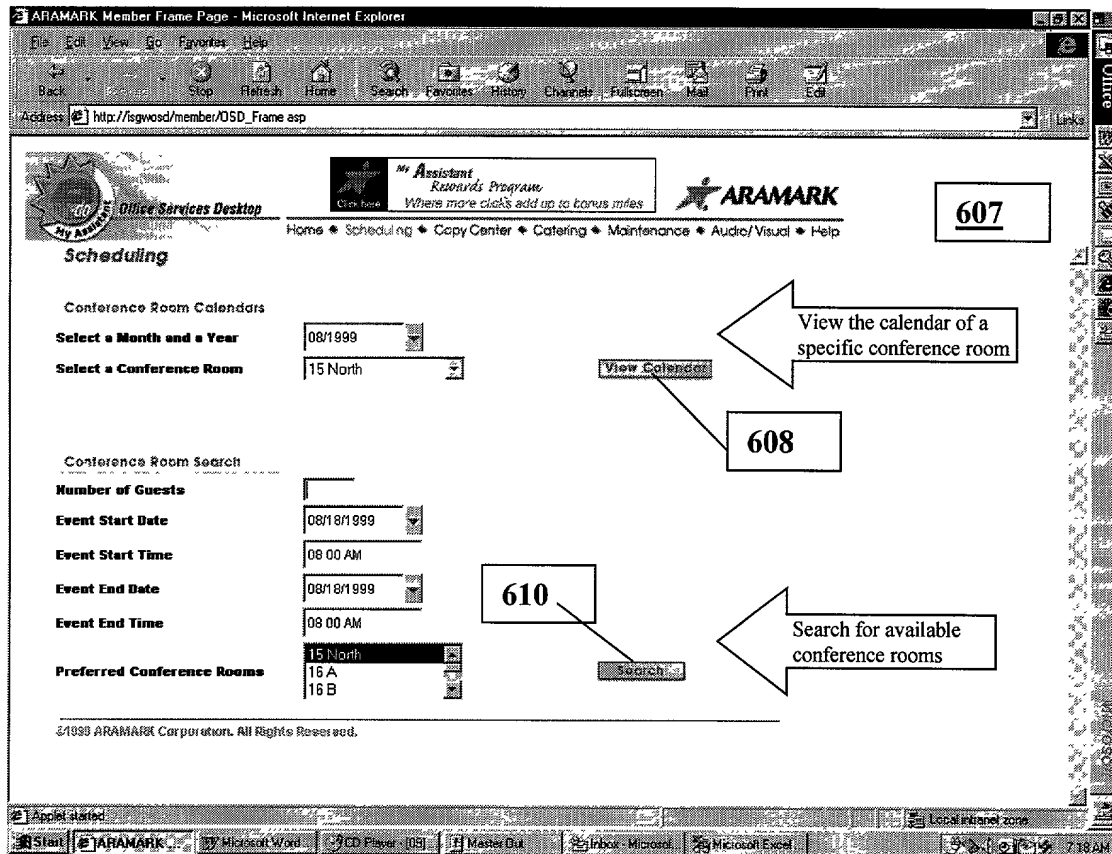


FIGURE 22A

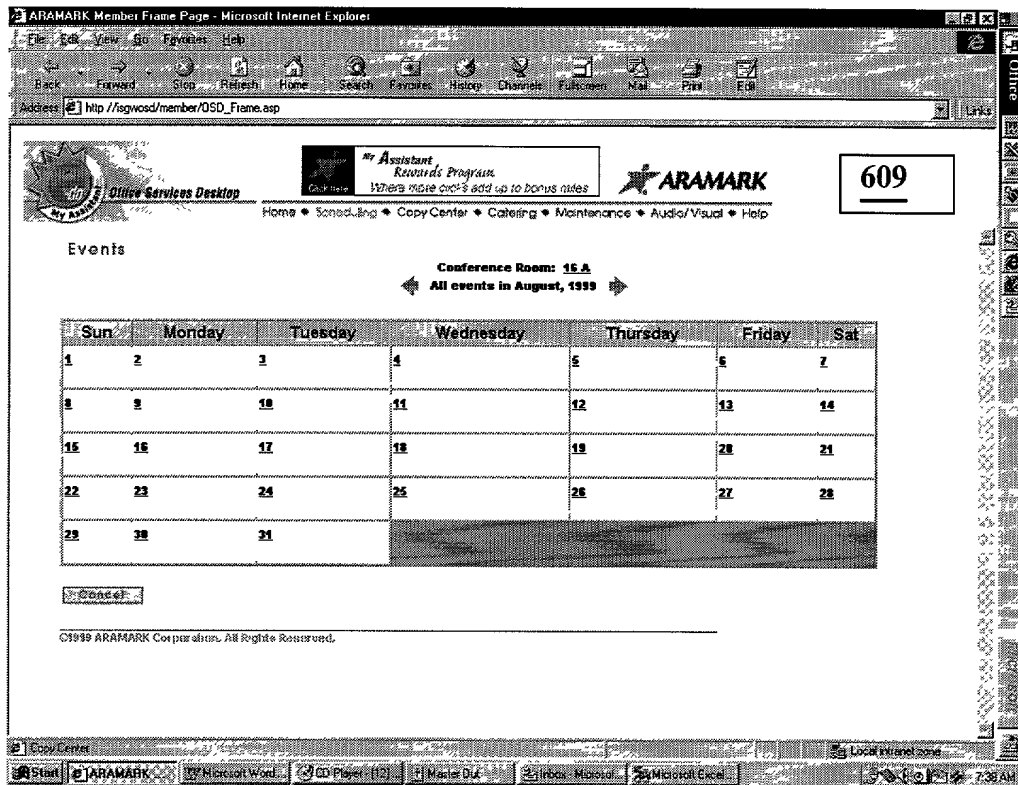


FIGURE 22B

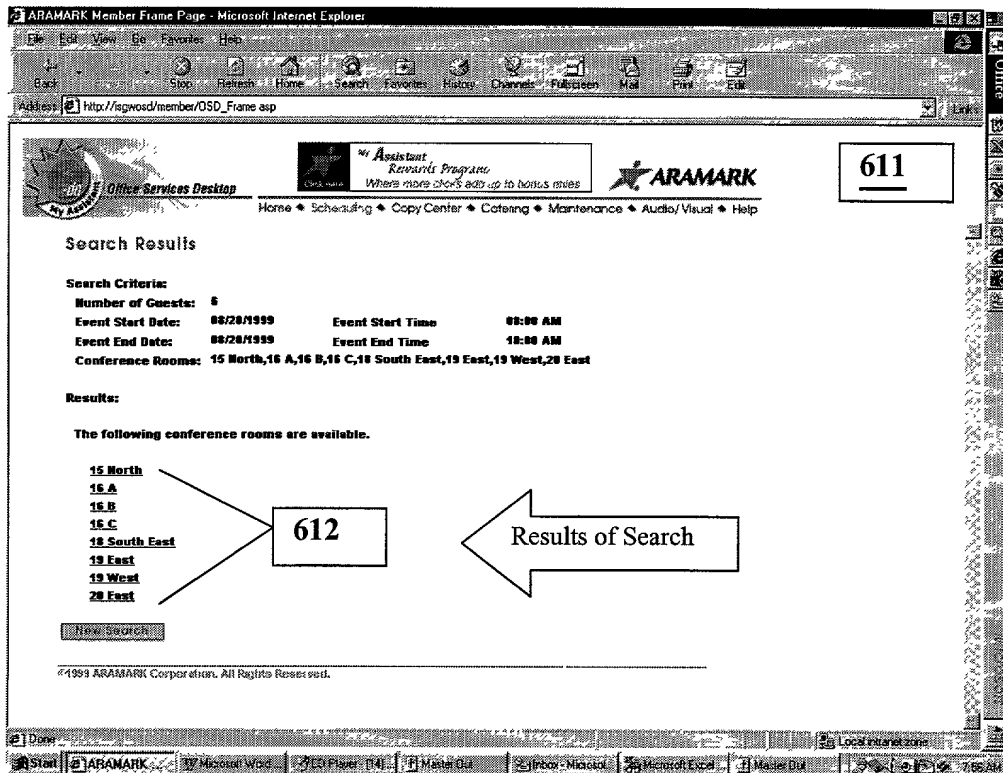


FIGURE 22C

ARAMARK Member Home Page Microsoft Internet Explorer

File Edit View Go Favorites Tools

Back Forward Stop Reload Home Links Favorites History

Address http://regional/member/050_Fram.asp

Office Services Desktop

ARAMARK
Where more could add us to bonus miles

Home • Scheduling • Copy Center • Catering • Maintenance • Audio Visual • Help

Conference Room: 55 North
Daily Events for August 19, 1999

Thursday, August 19

Time	Event
12:00 AM	
1:00 AM	
2:00 AM	
3:00 AM	
4:00 AM	
5:00 AM	
6:00 AM	
7:00 AM	
8:00 AM	
9:00 AM	
10:00 AM	
11:00 AM	
12:00 PM	
1:00 PM	
2:00 PM	
3:00 PM	
4:00 PM	
5:00 PM	
6:00 PM	
7:00 PM	
8:00 PM	
9:00 PM	
10:00 PM	
11:00 PM	
12:00 AM	

Scheduling

Contacts First Name: admin

Contacts Last Name: admin

Contacts Phone Number: (215) 222-2222

Contacts Extension: 123

Prefix Center: 12345

Location: 16 North

Number of Guests: 1

Event Name:

Start Date: 08/19/1999

Start Time: 08:00 AM

End Date: 08/19/1999

End Time: 08:00 AM

Room Layout: Center Style

Additional Services: X

Submit Cancel

ARAMARK Microsoft Word CD Player IE Mail Outlook Microsoft Excel

FIGURE 22D

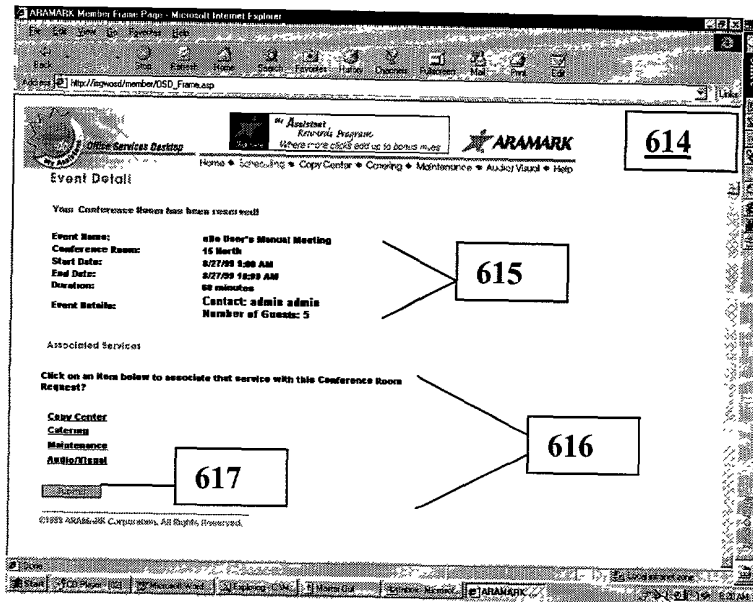


FIGURE 23A

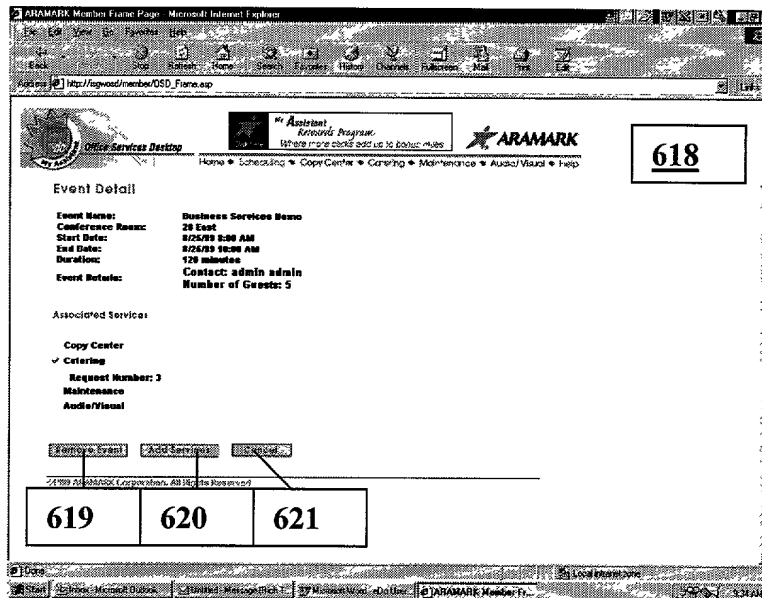


FIGURE 23B

ARAMARK Member Home Page - Microsoft Internet Explorer

Address: http://myaramark.com/Member/DSO_Frame.asp

My Assistant
Reschedule Program
More events added and up to 100% more

ARAMARK 622

Home • Scheduling • Copy Center • Services • Maintenance • Audio/Visual • Help

Catering

Express Catering Request

Contact First Name:
Contact Last Name:
Contact Phone Number:
Contact Extension:
Fax Number:
Event Name:
Location:

Submitted Requests

Date of Event	Event Name
12/14/08 8:00 AM	Training
01/09/09 8:00 AM	Meeting planners
02/09/09 8:00 AM	Event space

E-mail copy of request to:
Number of Guests:

The following event will be from:

Start Date:
End Date:

Start Time:
End Time:

Special Dietary Needs:
Vegetarian ☐
Diabetic ☐

Extras:
Ice Carving ☐
Linen ☐

Registration

FIGURE 24A

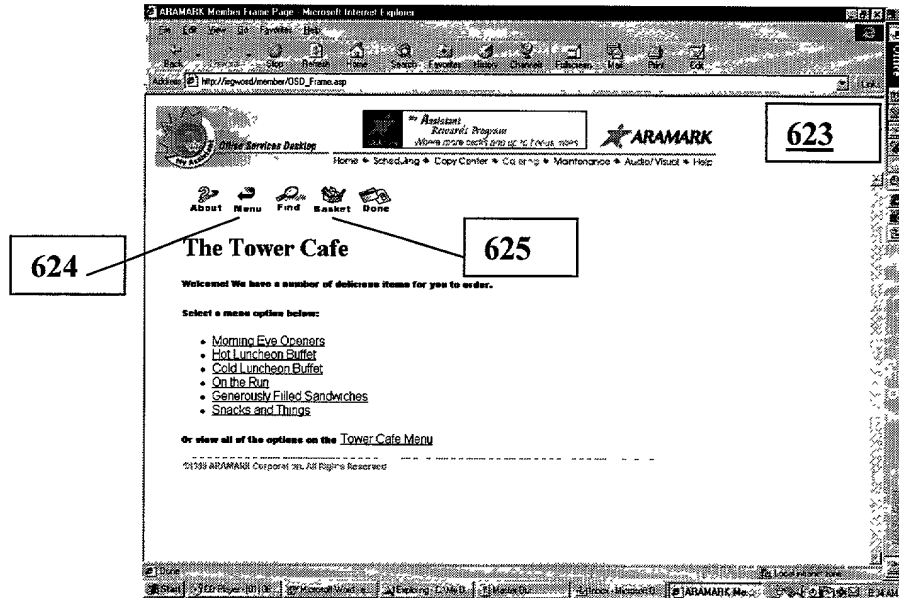


FIGURE 24B

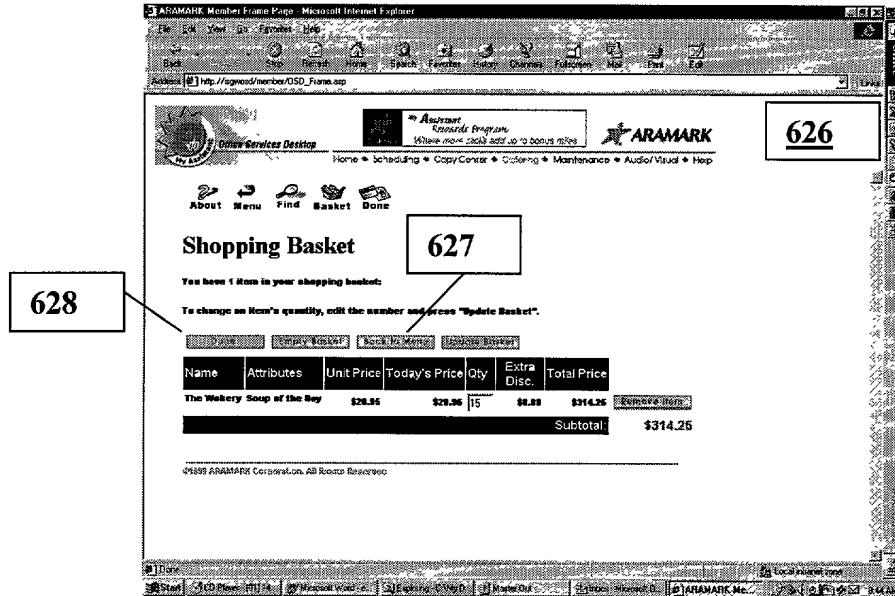



FIGURE 24C

Sheet 31 of 41

File Edit View Go Favorites Help
 File Edit View Go Favorites Help
 Address http://www.aramark.com/...



Official Service Desk

My Assistant
 Receive, Register
 Address more easily and in 10 min. or more

629

Home • Scheduling • Copy Center • Catering • Maintenance • Audio/Visual • Help

Purchase Confirmation

Contact Name: admin admin
 Contact Phone Number: (215) 222-2322
 Event Name: 20th Year's Annual Meeting
 Location: ARAMARK Tower
 Number of Guests: 16

Order Details:

Name	Attributes	Unit Price	Today's Price	Qty	Extra Disc.	Total Price
The Wokery Soup of the Day		\$29.95	\$29.95	16	\$0.00	\$314.26
Subtotal:						\$314.26

* Note the subtotal does not include the cost of Catering entree.

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Done
 Search Copy Paste Print Home Mail Enclosing (Ctrl+D) Mailbox Audio/Visual ARAMARK We... Local intranet only

FIGURE 25

ARAMARK Member Home Page - Microsoft Internet Explorer

Address [E] http://sgwondmember/MSD_Frame.asp

ARAMARK
Assurant
Assured Program
Where more people add up to better times

Home • Scheduling • Copy Center • Catering • Maintenance • Audio/Visual • Help

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Audio/Visual

Audio Visual Request

Contacts First Name: [John]
Contacts Last Name: [admin]
Contacts Phone Number: [(215) 222-2222]
Contacts Extension: [123]
Profit Center: [12345]
Account Number: [1234]
Location: [ARAMARK Tower]

Submitted Requests

Date Submitted	Description
07/09/2004 10:00 AM	Please supply pens and legal
07/09/2004 2:48:32 PM	Please have equipment operat
07/09/2004 11:14:17 AM	
07/09/2004 9:49:43 AM	Need Kleanline for special event

E-mail copy of request to: [matranga@aramark.com]
Department: [IS]

The following equipment will be needed from:

Start Date: [07/09/2004] Start Time: [08:00 AM]
End Date: [07/09/2004] End Time: [09:00 AM]

Enter the quantity needed next to the requested Audio Visual Items:

Audio Visual Equipment

<input type="checkbox"/> Computer Projector (\$100 per day)	<input type="checkbox"/> Lockers	<input type="checkbox"/> Chart Easel
<input type="checkbox"/> Electronic Whiteboard	<input type="checkbox"/> Microphone	<input type="checkbox"/> Sign Easel
<input type="checkbox"/> Slide Projector	<input type="checkbox"/> Conference Telephone	<input type="checkbox"/> Extra Chairs

FIGURE 26

ARAMARK Member Home Page - Microsoft Internet Explorer

Address: http://spc001/member/OSD_Frame.asp

Mr. Assistant
Member's Program
Always make calls and up to know users

ARAMARK

Home • Scheduling • Copy Center • Catering • Memorabilia • Audio/Visual • Help

Maintenance

Maintenance Requests

Contacts First Name: [Admin]
 Contacts Last Name: [Admin]
 Contacts Phone Number: (215) 222-2222
 Contacts Extension: 123
 Profile Center: 12345
 Account Number: 1234
 Location: ARAMARK Tower
 Preferred Service Date: []
 Required Service Date: []

Submitted Requests

Date Submitted	Description
8/10/99 2:15:13 PM	There is a leak in the ceiling of
8/10/99 2:33:37 PM	Please have a dumpster availa
8/10/99 2:33:34 PM	There is vomit on the 21st floor
8/10/99 2:25:04 PM	McKow has hinged in the lock a

E-mail copy of request to: breitenbach-matthew@aramark.com

Department: JS
 Preferred Service Time: 08:00 AM
 Required Service Time: 08:00 AM

Janitorial Services

☐ Clean spills
☐ Empty Trash
☐ Bathroom Issues
☐ Dumpster Request
☐ Leaks
☐ Food clean up

Minor Maintenance

☐ Keys
☐ Stuck Drawer
☐ Keyboard tray issues
☐ Light bulb issues
☐ Electrical problems
☐ Broken chair

Major Maintenance

☐ Reconfigure cubical
☐ Reconfigure office
☐ Painting
☐ Office construction

ARAMARK Member Home Page

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Figure 27

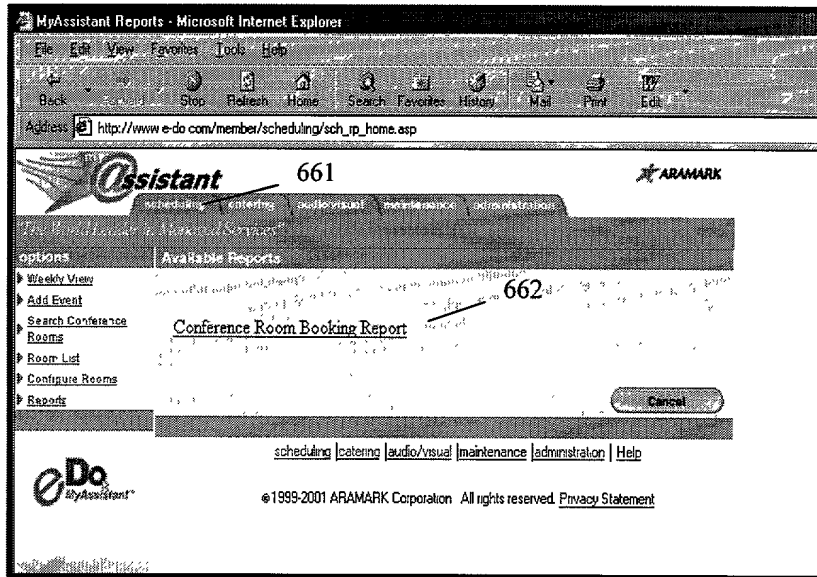


FIGURE 28A

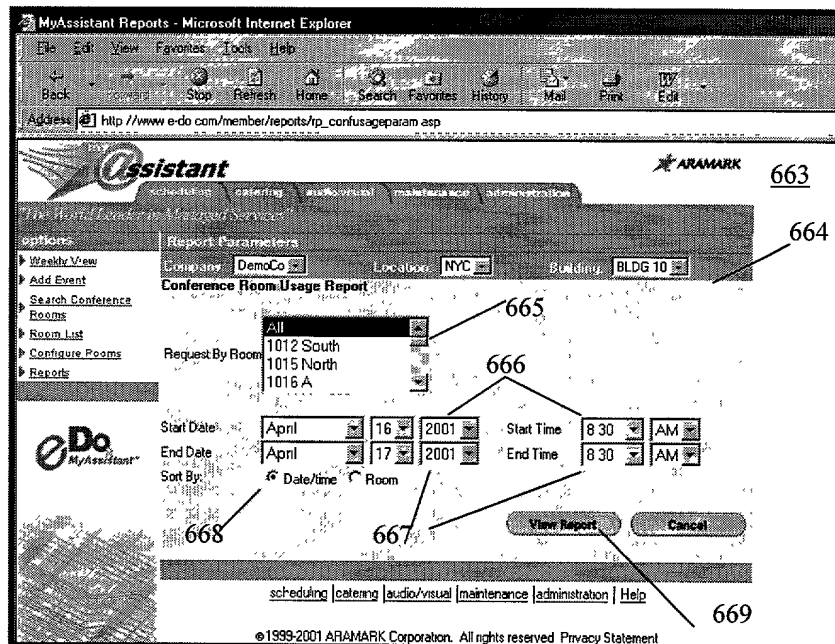


FIGURE 28B

Conference Room Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://www.e-do.com/member/reports/ap_confusage.asp

Conference Room Report 660

Requestor	Room	Event Name	Guests No.	Start D/T	End D/T
DemoUser1	1012 South	Sales Meeting	6	4/17/2001 8:30:00 AM	4/17/2001 5:00:00 PM
mlwest	1012 South	Buyer 1	25	4/20/2001 8:30:00 AM	4/20/2001 5:00:00 PM
DemoUser2	1012 South	Test	10	4/27/2001 8:30:00 AM	4/27/2001 5:00:00 PM
edscjullo	1015 North	test	10	4/17/2001 8:30:00 AM	4/17/2001 5:00:00 PM
tfancy	1016 B	monthly meeting	10	4/29/2001 8:30:00 AM	4/29/2001 5:00:00 PM
DemoUser2	1018 South East	Test Meeting	10	4/24/2001 8:30:00 AM	4/24/2001 5:00:00 PM
DemoUser1	1019 East	Marketing Meeting	8	4/18/2001 8:30:00 AM	4/18/2001 5:00:00 PM
DemoUser1	1019 West	Legal Meeting	5	4/19/2001 8:30:00 AM	4/19/2001 5:00:00 PM
sdenny	1020 East	Staff Meeting	14	4/16/2001 7:30:00 AM	4/16/2001 10:30:00 AM
distasioj	1020 East	Friday Mtg	10	4/20/2001 10:00:00 AM	4/20/2001 11:15:00 AM
sdenny	1020 East	Staff Meeting	14	4/23/2001 7:30:00 AM	4/23/2001 10:30:00 AM
distasioj	1020 East	Friday Mtg	10	4/23/2001 10:00:00 AM	4/23/2001 11:15:00 AM
DemoUser2	ZD Germany Raum 1	test	10	4/24/2001 8:30:00 AM	4/24/2001 5:00:00 PM

FIGURE 28C

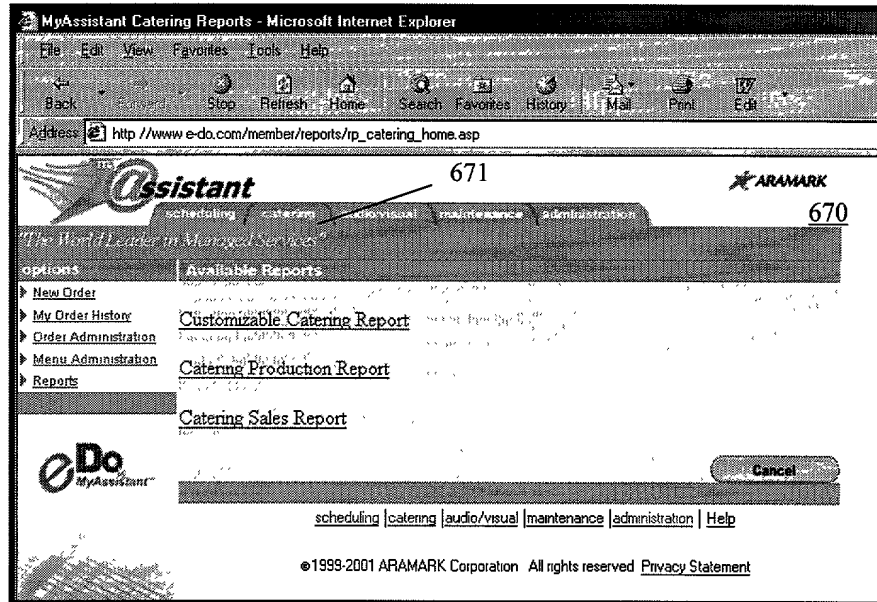


FIGURE 29A

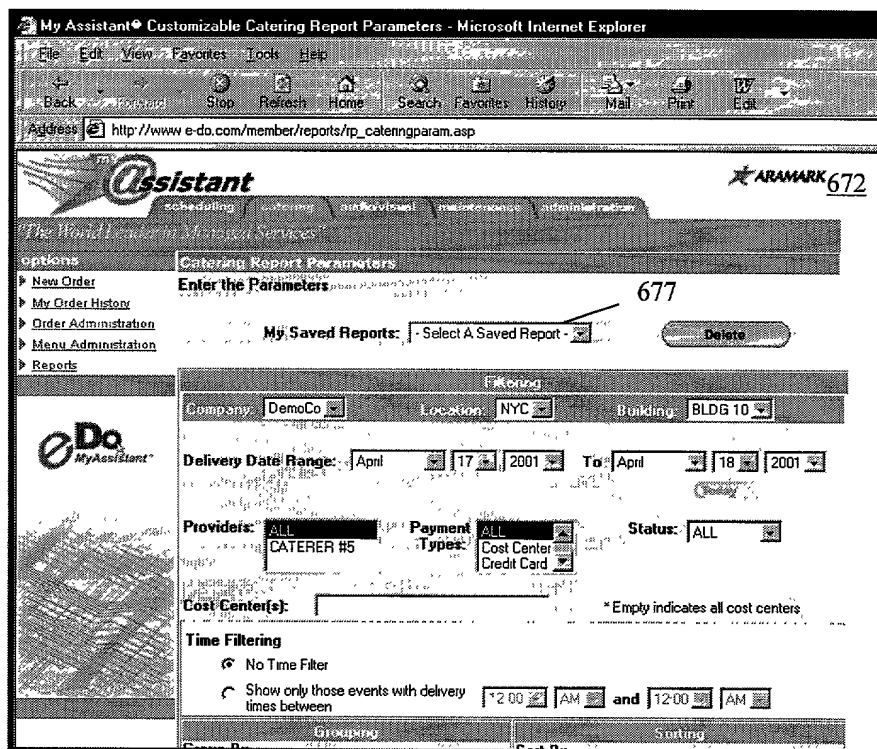


FIGURE 29B

Customizable Catering Report Parameters - Microsoft Internet Explorer

Providers: ALL Payment Types: Cost Center Credit Card Status: ALL

Cost Center(s): * Empty indicates all cost centers

Time Filtering

☐ No Time Filter

☐ Show only those events with delivery times between 12:00 PM and 12:00 PM

Group By: None Then By: None Then By: None Then By: None Then By: None Then By: None

Sort By: None Then By: None Then By: None Then By: None Then By: None Then By: None

Show Subtotals

Save Parameters

Save Report Parameters As

Cancel Submit

673

675

676

FIGURE 29C

My Assistant Customizable Catering Report - Microsoft Internet Explorer

To print report, use the browser's print option. Please set your print settings to landscape orientation.

My Assistant Customizable Catering Report

Catering Order Number 3-170

Requester's Company:	DemoCo	Delivery Date:	04/18/2001 08:30 AM	Amount Due:	\$157.50
Contact:	Demo User	Event Begin Date:	04/19/2001 08:30 AM	Service Provider:	CATERER #5
Company:	DemoCo	Event End Date:	04/19/2001 05:00 PM	Payment Type:	Cost Center
Location:	New York	Number Of Guests:	8	Cost Center:	123456
Building:	Building 10	Status:	Confirmed	Credit Card Number:	
Event Location:	1019 East	Special Instructions:		Credit Card Expiration:	
Details:	SKU	Item	Description	Quantity	Charges
	0010-201	Stuffed Breast of Chicken	Stuffed Breast of Chicken Served with a Burgundy Demi Sauce	8	\$157.50

Totals

Grand Total Amount Due: \$157.50 Number Of Orders: 1

674

FIGURE 29D

MyAssistant Reports - Microsoft Internet Explorer

Address: http://www.e-do.com/member/reports/rp_catering1param.asp

MyAssistant **ARAMARK 678**

scheduling catering audio/visual maintenance administration

Catering Production Report

Company: DemoCo Request By Status: All

Start Date: April 19 2001 Start Time: 12:00 AM

End Date: April 20 2001 End Time: 12:00 AM

View Report **Cancel**

scheduling catering audio/visual maintenance administration Help

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FIGURE 30A

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Catering Report 1 - Microsoft Internet Explorer

Address: http://www.e-do.com/member/reports/rp_catering1.asp

Catering Production Report For DemoCo

Order No.	Requester	Location	Delivery D/T	Provider	SKU	QTY.	Item	Description	Status
3-156	Mary Beth West	See instructions	4/20/2001 8:30:00 AM	CATERER #5	001-002	25	The Continental	Includes Pastries, muffins, breakfast breads, and bagels. Also includes full breakfast beverage bar	Received
3-156	Mary Beth West	See instructions	4/20/2001 8:30:00 AM	CATERER #5	001-602	25	Bistro Croissant	Gourmet Deli Meats or Grilled Breast of Chicken Served on a Flaky Croissant	Received
3-156	Mary Beth West	See instructions	4/20/2001 8:30:00 AM	CATERER #5	001-501	25	Cold Beverage Assortment	Assorted cold beverages includes 20 o z bottled sodas, bottled spring water, iced tea, and juice drinks.	Received
3-156	Mary Beth West	See instructions	4/20/2001 8:30:00 AM	CATERER #5	001-503	15	The Cookie Basket	Assorted freshly baked One Spoonkeyes cookies... an everyday favorite	Received

Summary

Count by	Total
Catering Order Numbers	1
Food Category	3
Item SKU	4

FIGURE 30B

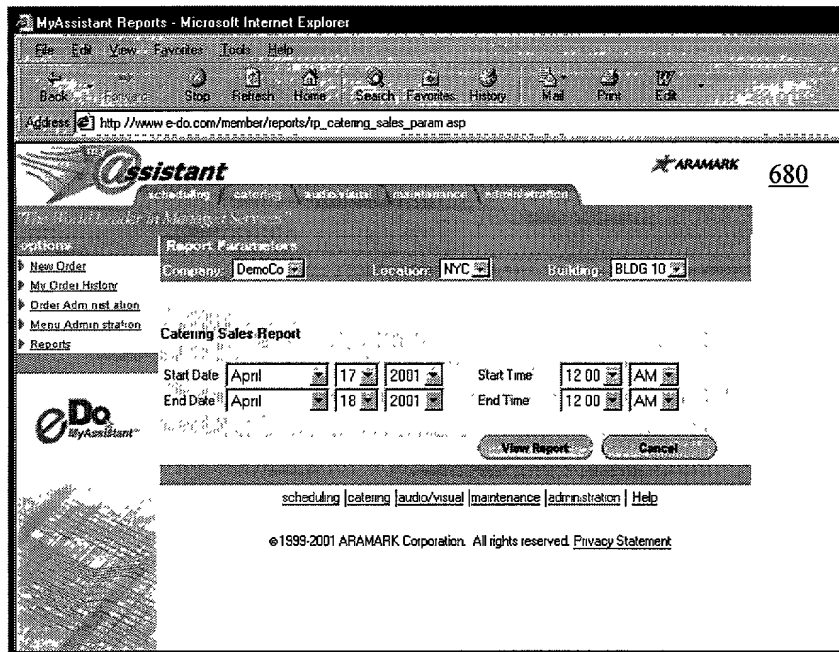


FIGURE 31A

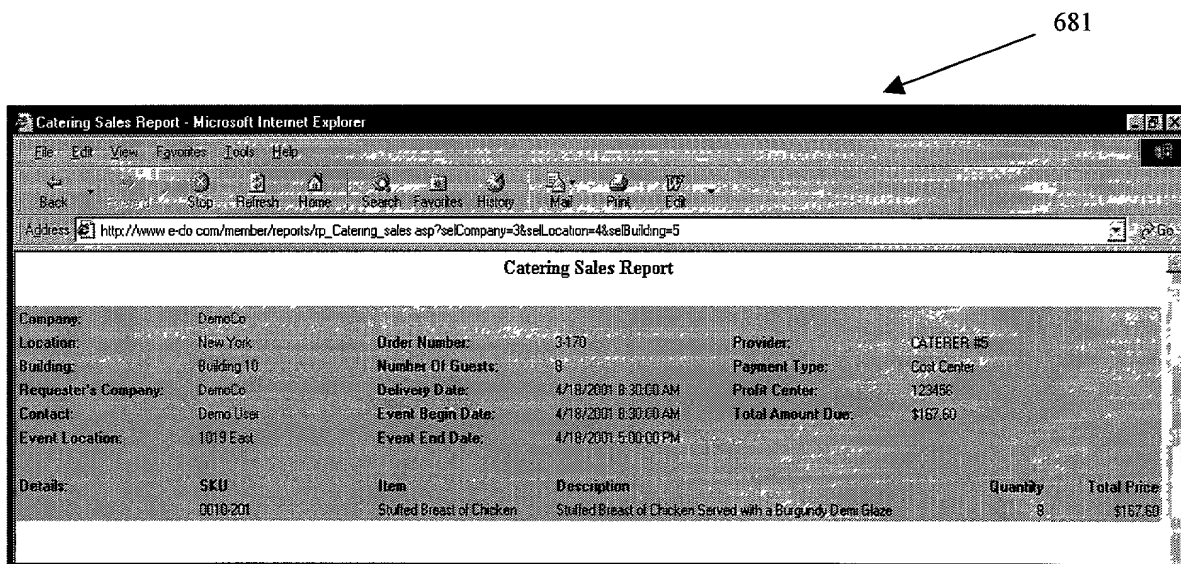


FIGURE 31B

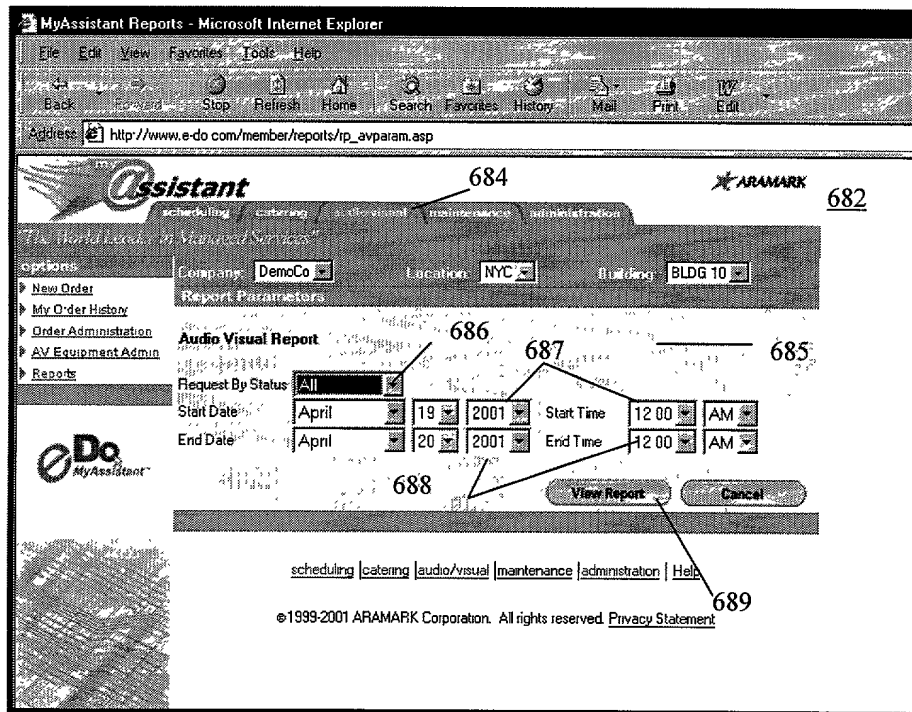


FIGURE 32A

Report 1 - Microsoft Internet Explorer

Address: http://www.e-do.com/member/reports/rp_av.asp?selCompany=1&selLocation=1&selBuilding=1

Audio Visual Report

Request No.	Requestor	Location	Start D/T	End D/T	QTY.	Item	Status
1548	ragodon	16 B	4/5/2001 8:00:00 AM	4/5/2001 5:30:00 PM	1	Screen	Canceled
1613	tyrc	24 Northwest	4/12/2001 12:15:00 PM	4/12/2001 1:45:00 PM	1	ChartEasel	Completed
1614	tyrc	16 A	4/19/2001 12:00:00 PM	4/19/2001 1:45:00 PM	1	ChartEasel	Canceled
1623	tyrc	16 A	4/5/2001 12:00:00 PM	4/5/2001 1:45:00 PM	1	ChartEasel	Canceled
1624	tyrc	24 Northwest	4/12/2001 12:15:00 PM	4/12/2001 1:45:00 PM	1	ChartEasel	Completed
1640	delanoa	29 East	4/10/2001 8:00:00 AM	4/10/2001 11:00:00 AM	1	ChartEasel	Completed
1640	delanoa	29 East	4/10/2001 8:00:00 AM	4/10/2001 11:00:00 AM	1	OvrhdProj	Completed
1646	shearerp	16 A	4/11/2001 8:00:00 AM	4/11/2001 9:00:00 PM	1	Lectern	Completed
1646	shearerp	16 A	4/11/2001 8:00:00 AM	4/11/2001 9:00:00 PM	1	Screen	Completed
1646	shearerp	16 A	4/11/2001 8:00:00 AM	4/11/2001 9:00:00 PM	1	OvrhdProj	Completed
1646	shearerp	16 A	4/11/2001 8:00:00 AM	4/11/2001 9:00:00 PM	1	ExtenCord	Completed
1646	shearerp	16 A	4/11/2001 8:00:00 AM	4/11/2001 9:00:00 PM	1	ChartEasel	Completed
1647	shearerp	16 A	4/12/2001 8:00:00 AM	4/12/2001 6:00:00 PM	1	Lectern	Completed
1647	shearerp	16 A	4/12/2001 8:00:00 AM	4/12/2001 6:00:00 PM	1	Screen	Completed
1647	shearerp	16 A	4/12/2001 8:00:00 AM	4/12/2001 6:00:00 PM	1	OvrhdProj	Completed
1647	shearerp	16 A	4/12/2001 8:00:00 AM	4/12/2001 6:00:00 PM	1	ExtenCord	Completed
1647	shearerp	16 A	4/12/2001 8:00:00 AM	4/12/2001 6:00:00 PM	1	ChartEasel	Completed
1653	mcbndeh	16 C	4/9/2001 1:00:00 PM	4/9/2001 4:30:00 PM	1	ConfPhone	Scheduled

FIGURE 32B

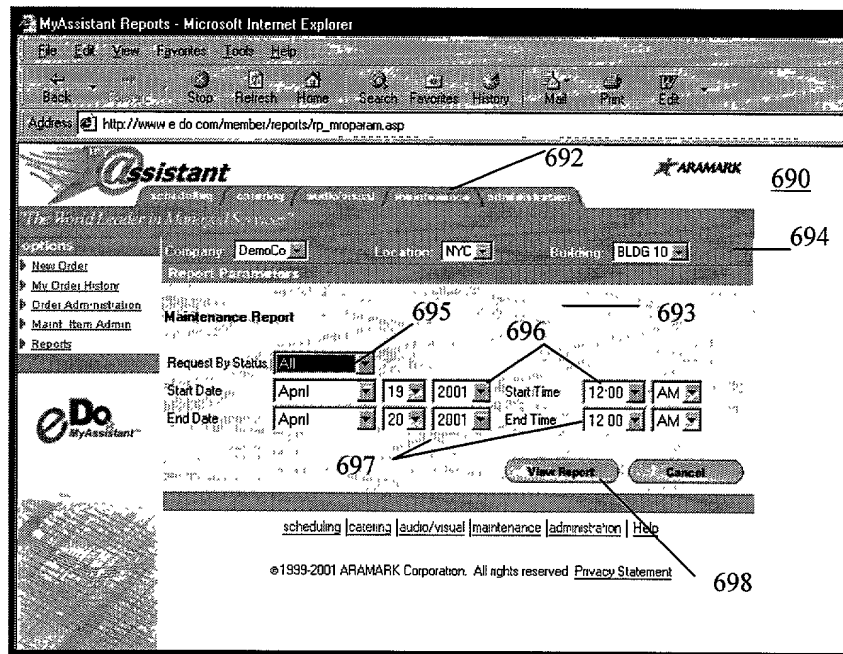


FIGURE 33A

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Request No.	Requester	Location	Preferred D/T	Required D/T	Services	Maintenance Type	Status
1228	clark	See Instructions	04/12/2001 08:30:00 am	04/13/2001 05:30:00 pm	Keyboard Tray Issues	Minor Maintenance	Completed
1228	clark	See Instructions	04/12/2001 08:30:00 am	04/13/2001 05:30:00 pm	Keys	Minor Maintenance	Completed
1228	clark	See Instructions	04/12/2001 08:30:00 am	04/13/2001 05:30:00 pm	Light bulb issues	Minor Maintenance	Completed
1233	bright	My Office	04/12/2001 08:30:00 am	04/12/2001 05:30:00 pm	Office Construction	Major Maintenance	Canceled
1233	bright	My Office	04/12/2001 08:30:00 am	04/12/2001 05:30:00 pm	Other	Janitorial	Canceled
1234	dalton	My Office	04/12/2001 08:30:00 am	04/16/2001 08:30:00 am	Major Painting	Major Maintenance	Completed
1234	dalton	My Office	04/12/2001 08:30:00 am	04/16/2001 08:30:00 am	Order nameplate	Minor Maintenance	Completed
1234	dalton	My Office	04/12/2001 08:30:00 am	04/16/2001 08:30:00 am	Too Hot / Too Cold	Minor Maintenance	Completed
1229	koncharh	My Office	04/12/2001 09:00:00 am	04/12/2001 09:00:00 am	Broken Chair	Minor Maintenance	Completed
1229	koncharh	My Office	04/12/2001 09:00:00 am	04/12/2001 09:00:00 am	Electrical Problems	Minor Maintenance	Completed
1229	koncharh	My Office	04/12/2001 09:00:00 am	04/12/2001 09:00:00 am	Small furniture moves	Minor Maintenance	Completed
1226	bradbury	My Office	04/12/2001 09:30:00 am	04/12/2001 12:00:00 pm	Clean Spills	Janitorial	Completed
1237	caldwells	See Instructions	04/12/2001 10:00:00 am	04/12/2001 10:00:00 am	Dumpster Request	Janitorial	Completed
1237	caldwells	See Instructions	04/12/2001 10:30:00 am	04/12/2001 10:30:00 am	Shap Review	Janitorial	Completed
1238	delanoa	See Instructions	04/12/2001 11:00:00 am	04/12/2001 12:30:00 pm	Broken chair	Minor Maintenance	Canceled
1238	delanoa	See Instructions	04/12/2001 11:30:00 am	04/12/2001 12:30:00 pm	Electrical Problems	Minor Maintenance	Canceled
1238	delanoa	See Instructions	04/12/2001 11:00:00 am	04/12/2001 12:30:00 pm	Light Bulb Issues	Minor Maintenance	Canceled
1240	doandgeb	My Office	04/12/2001 11:30:00 am	04/12/2001 05:30:00 pm	Broken Chair	Minor Maintenance	Completed
1240	doandgeb	My Office	04/12/2001 11:30:00 am	04/12/2001 05:30:00 pm	Electrical Problems	Minor Maintenance	Completed

FIGURE 33B